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SERIES I No. 15

# OFFICIAL GOVERNMENT OF GOA GAZETTE



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## GOVERNMENT OF GOA

### Department of Education, Art & Culture

Directorate of Technical Education  
College Section

### Order

16/264/SAP-TRG/GEC/DTE/10

The Government of Goa is pleased to announce with immediate effect the Scheme "Enterprise Resource Planning Training for Engineering Students, **SAP Certification Programme** (Golden Jubilee Initiative for Employability Enhancement)".

The Scheme will be implemented for three academic years in progression starting 2012-2013.

The Scheme is to provide financial assistance to eligible and selected meritorious students of various Engineering Colleges in the State of Goa for acquiring Training in SAP certification programme. Training to be done at any of the SAP training centre in the State of Goa.

*Details of the Scheme.*— The following number of students from amongst all the 4 engineering colleges from the State shall be accommodated in the Scheme:

a. Civil Engineering	10 students
b. Mechanical Engineering	20 students
c. Electrical Engineering	10 students
d. Computer Engineering	30 students
e. Electronic & Telecommunications	30 students
f. Information Technology	30 students

TOTAL: 130 students

*Courses to be offered for Engineering Students.*— (A) Advanced Business Application Programming (ABAP) for students of Computer Engineering/Information Technology/ Electronics & Telecommunication Engineering/Electrical Engineering.

(B) Material Management (SCM ERP Procurement Module) for students of Mechanical Engineering/Civil Engineering/ Electrical Engineering.

*Course Fees.*— The entire course fee of Rs. 1,28,000/- shall be paid by student

(inclusive of first attempt certification exam and taxes). The Government's share shall be reimbursed to the student on certification by SAP Germany.

***Guidelines relating to the financial assistance for acquiring SAP Certificate***

**General.**— (1) The Scheme shall be implemented by the Directorate of Technical Education.

(2) The training shall be imparted at any SAP training centre, located in the State of Goa.

**Eligibility.**— (1) The students studying in the final year B.E. Course in following four colleges are eligible for this financial assistance:

(a) Goa College of Engineering-Farmagudi.

(b) Padre Conceicao College of Engineering-Verna.

(c) Rayeshwar Institute of Technology-Shiroda.

(d) Fatorda Salesian Society's Don Bosco College of Engineering.

(2) The students must have passed any three of first six semesters of the B.E. Course in first attempt and, for students of lateral entry who have taken admission directly to the second year; same will be applicable to any three semesters from the third to the sixth semester.

(3) Students must have secured at least 55% marks in aggregate of I to VI semester taken together (50% for SC/ST/OBC candidates). For those entering B.E. programme directly in IIIrd semester the aggregate for IIIrd to VIth semester shall be applicable. Training programme shall be attended by the student while he is studying in the final year. Certification must be obtained by 15th March of respective academic year.

(4) Out of the total seats for each branch, 10% seats will be reserved for each SC, ST, OBC, and Girl student category respectively and remaining 60% for General Category students.

**Extent of Financial Assistance.**— The SAP Training Centre in Goa is likely to charge training fees (including first attempt certification) of Rs. 1,28,000 per trainee. The entire fees will have to be paid by the student

and Government will reimburse to the extent of Rs. 64,000/- for General Category students i.e. 50% and to the extent of Rs. 96,000/- for candidates belonging to SC/ST/OBC category and Girl student i.e. 75%. Payment will be released to the student only after successful certification of the student, by SAP Germany. Students who do not clear the certification in the first attempt shall have to bear on their own the entire burden of the certification fee for all subsequent attempts. Only those students who obtain their certification from SAP Germany by the 15th of March in the respective academic year and submit copy of the same to DTE by 16th March or the next working day if 16th March is a holiday shall be eligible for the subsidy.

**Selection Procedure.**— (1) Applications will be invited from interested candidates through their respective colleges, as per prescribed application form.

(2) From amongst the eligible candidate a merit list will be prepared based on aggregate marks scored by the candidates from Semester III to VI taken together. The list of all applicants and their position in the merit list will be displayed on the website of the Directorate of Technical Education.

(3) Eligible students will be selected on basis of merit in the respective stream/category.

(4) Selected candidates will be intimated about their selection and if any candidate fails to join the training programme and/or opt out of the Scheme at any stage, additional students will be selected under the Scheme as per above guidelines.

(5) The entire selection procedure will be conducted by three members committee duly constituted by the Directorate of Technical Education.

This issues with the concurrence of the Finance Department vide their U. O. Number 1430963 dated 08-09-2011 and the approval of the cabinet.

By order and in the name of the Governor of Goa.

Vivek B. Kamat, Director & ex officio Additional Secretary (Technical Education).

Porvorim, 5th July, 2012.

## Department of Power

Office of the Chief Electrical Engineer

**Notification**

150/01/CEE/Tech

## Condition of Supply of Electrical Energy

The Joint Electricity Regulatory Commission (JERC) for the State of Goa and Union Territories vide Notification dated 20-5-2010 has notified "Joint Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2010" which were subsequently notified vide Notification dated 5th January, 2011 in the Official Gazette-Government of Goa, Series I No. 44 dated 27th January, 2011 for the information of the general public.

As per the Terms and Conditions of Supply of the above Notification "Every Licensee shall, modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to supply of Electricity to consumers to make them consistent with these regulations under intimation to the commissions".

In view of above, Electricity Department of Government of Goa has modified its existing Condition of Supply document notified vide Notification No. 2/51/87-Power notified in the Official Gazette Series I No. 42 dated 18th January, 1990 and aligned the same as per the provision of JERC Electricity Regulation Supply Code Regulations 2010. The same has been intimated to the JERC.

The Government of Goa hereby notifies the Revised Condition of Supply of Electrical energy in supersession of Notification No. 2/51/87-Power notified in the Official Gazette Series I No. 42 dated 18th January, 1990.

By order and in the name of the Governor of Goa.

*Nirmal Braganza*, Chief Electrical Engineer  
& ex officio Additional Secretary.

Panaji, 6th July, 2012.

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1. *Conditions of Supply and Definitions.*— The Goa Electricity Department (hereinafter referred as Department) hereby proposes the following Conditions of Supply of electricity by the Goa Electricity Department to consumers in the State of Goa as envisaged under Regulation 11.4 of the JERC (Electricity Supply Code) Regulations, 2010.

These are subordinate to the Electricity Act, 2003 (hereinafter termed as EA 2003) and the Regulations/Rules etc., formulated thereunder. In case of any interpretation issue, the provision of EA 2003 and any subsequent amendments thereof and the Regulations/ /Rules etc., formulated thereunder will automatically prevail.

All the provisions contained in this document are subject to change without prior notice based on the directions/guidelines of JERC/Government of Goa or the decision of Electricity Department of Goa.

These Conditions of Supply supersede those stipulated in the Conditions of Supply of Electrical energy notified vide notification No. 2/61/87-Power dated 18th January, 1990 by Government of Goa and any other orders/ /circulars/guidelines earlier issued under that notification. However the Schedule of Charges prevailing under existing Conditions of Supply will continue to apply till the time Commission approves the same and as may be applicable from time to time.

*Definitions.*— In these Conditions of Supply Conditions, unless the context otherwise requires:

(1) 'Act' means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time;

(2) 'Agreement' with its grammatical and cognate expressions means an agreement entered between the Department and the consumer under these Conditions of Supply;

(3) 'Apparatus' means electrical apparatus and includes all machines, fittings, accessories and appliances;

4. 'Applicant' means a person who makes an application for supply of electricity, increase or reduction in the contract demand/ /sanctioned load, change of name, disconnection or restoration of power supply or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Rules & Regulations made thereunder;

5. 'Area of Supply' means the area within which Department is authorized by its license to supply electricity;

6. 'Authorized Officer' means the officer of the Department authorized in this behalf by the Appropriate Government or any other Administrative Authority under Section 135 (2) of the Act;

7. 'Breakdown' means an occurrence relating to the equipment for supply of the electric energy including electrical line that prevents its normal functioning;

8. 'Chief Electrical Engineer' means the Chief Electrical Engineer, Government of Goa and includes his duly authorized representative;

9. 'Commission' means the Joint Electricity Regulatory Commission for the State of Goa and Union Territories;

10. 'Conductor' means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;

11. 'Connected Load' means aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down in these Conditions of Supply or JERC (Electricity Supply Code) Regulations, 2010;

12. 'Consumer' means any person who is supplied with electricity for his own use by

Department and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of Department, and covers such other person, as the case may be;

(i) 'Low Tension Consumer (LT Consumer)' if he obtains supply from the Department at low voltage.

(ii) 'High Tension Consumer (HT Consumer)' if he obtains supply from the Department at High Voltage.

(iii) 'Extra High Tension Consumer (EHT Consumer)' if he obtains supply from the Department at Extra High Voltage.

13. 'Consumer's installation' means any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer's premises;

14. 'Contract demand' means the Load in kW, kVA or HP for HT/EHT supply, as the case may be, agreed to be supplied by the Department and contracted by the consumer and specified in the agreement (where 1HP = 0.746 KW);

15. 'Contracted Load' means the connected load which the consumer requires and as specified in the agreement or in the sanction accorded for the service;

16. 'Cut-out' means any appliance for automatically interrupting the supply or flow of electrical energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out;

17. 'Date of commencement of supply' means the date immediately following the date of expiry of a period of three months from the date of intimation to an intending consumer of the availability of power or the date of actual availing of supply by such consumer, whichever is earlier;

18. 'Demand Charge' for a billing period means a charge levied on the consumer based on the contract demand or maximum demand calculated as per the procedure provided in the prevailing Tariff Order of the Commission;

19. 'Department' means the Electricity Department of the Government of Goa;

20. 'Distribution main' means the portion of any main with which a service line is, or is intended to be connected;

21. 'Distribution System' means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

22. 'Earthed' or 'connected with earth' means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;

23. 'Electric line' means any line which is used for carrying electricity for any purpose and includes—

(i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and

(ii) any apparatus connected to any such line for the purpose of carrying electricity;

24. 'Electrical Inspector' or 'Inspector' means an Electrical Inspector appointed under sub-section 1 of Section 162 of the Electricity Act, 2003 (36 of 2003), by the Appropriate Government or any other Administrative Authority;

25. 'Electricity' means Electrical Energy—

(i) Generated, transmitted or supplied for any purpose, or

(ii) Used for any purpose except the transmission of a message.



26. 'Electricity Supply Code' means the "Joint Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2010".

27. 'Energy charge' means a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;

28. 'Extra High Voltage (EHV)' or 'Extra High Tension (EHT)' means the voltage, which exceeds 33,000 volts, alternating current, 50 HZ frequency, conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;

29. 'Group User' means and includes Co-operative Group Housing Society, registered under Co-operative Societies Act or a person representing his employees;

30. 'Harmonics' means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 HZ causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified by the Commission from time to time;

31. 'High Voltage (HV)' or 'High Tension (HT)' means the voltage higher than 400 volts, AC, 50 HZ, but which does not exceed 33,000 volts, Alternating current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;

32. 'Indian Electricity Rules' or 'I.E. Rules' means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act thereafter;

33. 'Initial period of agreement' means the period of one year in case of LT supply and two years in case of HT supply starting from the date of commencement of supply as per

agreement. The initial period of agreement shall continue till the end of the month, in which the end date of the one/two year's period expires;

34. 'Installation' means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy;

35. 'JERC' means Joint Electricity Regulatory Commission (for the State of Goa and Union Territories);

36. 'Licensee' means a person who has been granted a license under Section 14 of the Act.

37. 'Licensed Electrical Contractor' means a contractor licensed under rule 45 of the Indian Electricity Rules, 1956;

38. 'Low Voltage (LV)' or 'Low Tension (LT)' means the voltage, which does not exceed 230 volts at single phase and 400 volts at three phase, Alternating Current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956;

39. 'Maximum demand' in each month shall be the highest load measured in KVA or KW by maximum demand indicator of the meter that may be required to be installed as per CEA's regulations on metering;

40. 'Meter' means an equipment used for measuring electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc., including accessories like Current Transformers (CT) and Potential Transformers (PT), including cables, where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB/load limiter or fuses used for protection and testing purposes;

41. 'Month' means the calendar month when the period commences from the

beginning of a calendar month otherwise it shall mean a period of 30 days;

42. 'Occupier' means the owner or person in occupation of the premises where electrical energy is used or proposed to be used;

43. 'Overhead line' means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;

44. 'Power Factor' means the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the month; the ratio being rounded off to two decimal figures;

45. 'Person' shall include any Company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;

46. 'Premises' includes any land, building or structure;

47. 'Seasonal Consumers' means all the consumers who work only during a part of the year up to a maximum of nine months such as cotton, corning, agriculture and pressing factories. It shall also include Mining Industries, Ice Factories, Oil Mills, Sugar Factories etc., which may work throughout the year but intermittently and any other consumers which may be approved by the Department from time to time as seasonal consumers;

48. 'Service-line' means any electric supply-line through which electrical energy is, or is intended to be, supplied.

(a) to a single consumer either from a distribution main or immediately from the supplier's premises, or

(b) from a distribution main to a group of consumers in the same premises or in adjoining premises supplied from the same point of the distribution main. The

distribution main shall ordinarily mean the Low Tension distribution unless otherwise specified.

49. 'Standards of Performance of Distribution Licensee Regulations' means the Joint Electricity Regulatory Commission (Standards of Performance) Regulations, 2009;

50. 'System' means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply;

51. 'Tariff Order' means the Tariff Order (s) of the Commission as may be applicable in a particular case;

52. 'Theft of Electricity' has the meaning assigned to it under Section 135 of the Electricity Act, 2003.

All other expressions used herein although not specifically defined herein, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these Conditions of Supply or in the Act but defined under any law passed by the Parliament applicable to electricity industry shall have the meaning assigned to them in such law.

Subject to the above, the expressions used herein but not specifically defined in these Conditions of Supply or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned in the electricity industry.

## **2. System of Supply and Classification of Consumers:**

2.1 *System of Supply.*— (1) The declared frequency of the alternating current (AC) shall be 50 HZ. The Department shall as far as possible supply and maintain uninterrupted power supply in a frequency band between 49.5 HZ to 50.2 HZ.

(2) The declared voltage of AC supply shall be as follows:

## (a) Low Tension (LT)

(i) Single Phase: 230 volts between a phase and neutral.

(ii) Three Phase: 400 volts between any two phases.

(b) High Tension (HT)- Three Phase: 11 kV, 22 kV, 33 kV between phases.

(c) Extra High Tension (EHT)- Three Phase: 66 kV, 110 kV, 132 kV, 220 kV between phases.

(3) The Department shall design and operate the distribution system in conjunction with the transmission systems. The Department shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated hereunder:

(a) Low voltage: (+) 6% and (–) 6%;

(b) High voltage: (+) 6% and (–) 9%;

(c) Extra high voltage: (+) 10% and (–) 10%

These are subject to change as and when deemed necessary by the Competent Authority.

**2.2 Voltage of Supply to Consumers.**— The supply voltage for different contract demand or contract load shall be as specified in the Tariff order issued by the Commission from time to time:

Provided that, depending on system availability or condition, the Department, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation with prior intimation to the consumer and to the Commission.

**2.3 Classification of Consumers.**— (1) The classification of consumers, tariff and conditions of supply shall be as fixed by the Commission from time to time in the tariff order or otherwise.

(2) Where a consumer has been classified under a particular category and is billed accordingly and if it is subsequently found that the classification is not correct, the consumer shall be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days. The Department shall finalize the classification with the approval of the Commission, after due consideration of the consumer's submissions.

If the consumer does not take steps within the time indicated in the notice to execute the fresh Agreement duly observing the required conditions, the Department may disconnect the supply of power, after issuing a clear fifteen days notice and after considering his explanation, if any. **In case of disconnection of Power Supply, reconnection shall be effected as soon as the fresh agreement is executed.**

(3) No additional category other than that approved by the Commission shall be created by the Department.

### 3. New Service Connection:

**3.1 Department's obligation to supply of electricity on request.**— The Department shall on an application [as per **Annexure 1**] by the owner or occupier of any premises, located in its area of supply, give supply of electricity to such premises within one month after receipt of application and on payment of requisite charges:

Provided where such supply requires extension of distribution mains, or commissioning of new sub-station, the Department shall supply the electricity (including enhancement of load) to such premises immediately after completion of such extension or commissioning of sub-station or within such period as specified in **Condition 3.7** below:

Provided also in case of application for supply from a village or hamlet or area wherein no provision for supply of electricity exists, the Commission shall extend the period as



specified under **Condition 3.7** on a case-to-case basis.

**3.2 Exceptions from duty to supply of electricity.**— (a) Where Department has to provide electric plant or electric line for giving supply to the premises specified above under Section 43 of the Act, no person shall be entitled to demand or receive from Department supply of electricity for any premises having separate supply unless he has agreed with the Department to pay him such price and charges as specified by the Commission.

(b) Nothing contained under **Condition 3.1** above shall be taken as requiring Department to supply electricity to any premises, if it is prevented from doing so by cyclone, floods, storm and other occurrences beyond its control.

**3.3 Department's obligation to extend the Distribution System.**— (1) The Department shall have obligation for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity is loaded upto 80% of its capacity, the Department shall prepare a scheme for augmentation of such transformation capacity.

(2) The Department shall meet the cost for strengthening/upgradation of the distribution system to meet the demand of the existing consumers as well as future growth in demand through its annual revenues or funds arranged by the Department and this cost shall be recovered from the consumers through Tariff Orders approved by the Commission.

(3) In all cases of new connections, the consumer shall bear the Service Connection Charges that is the cost of service connection from the Distribution Mains to the point of supply as approved by the Commission from time to time.

(4) For uniformity and simplification in calculating the actual cost of extension, the

Department shall prepare a ready reckoner to show the per-unit material cost of LT line, HT line, sub-station of different capacities etc. The Department shall update the ready reckoner every year, under intimation to the Commission.

(5) In case the connected/contracted load of any new connection is projected to be 60 kW or more, a separate transformer of adequate capacity shall be installed at consumer's cost. The space/room required for housing the transformer, sub-station, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the Department.

(6) The service connection/extension of distribution mains, notwithstanding that it has been paid for by the consumer shall be the property of the Department. The Department shall maintain it at its cost and shall also have the right to use the same service connection/extension for supply of energy to any other person but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network.

(7) When the Department completes the work of extension of distribution mains and is ready to give supply, the Department shall serve a notice on the consumer to take power supply within one month in case of LT and three months in case of HT or EHT as per **Annexure 7**. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay charges as applicable, as per the agreement.

**3.4 Service connection/extension work got done by consumers.**— (1) The consumer shall have an option to get the work of drawing of service line from the Department's distribution mains upto his premises as per the estimates and layout approved by the Department through an appropriate class of licensed electrical contractor, and the work of

extension of EHT and HT line, distribution or HT sub-station and LT line through an appropriate class of licensed electrical contractor as per the estimates and layout approved by the Department. In such case the consumer himself shall procure the materials. The material should, conform to relevant BIS specification or its equivalent and should bear ISI mark wherever applicable. The Department may ask for documentary evidence to verify the quality of materials used. The consumer shall be required to pay the supervision charges as per the rates approved by the Commission.

(2) The consumer shall get the work done within the time framed as provided in **Condition 3.7** and if he needs more time he shall represent to the Department with reasonable ground for extension of time and the Department shall communicate his approval for the same to the consumer.

**3.5 Application for Supply.**— (1) An application for new connection of electricity supply or for enhancement/reduction of load /change of name shall be made to the Department in duplicate in the form attached thereto as per **Annexure 1**, copies of which shall be available free of cost from the local office of the Department as well as downloadable from the website of the Department.

(2) Photocopies of a blank application form or the form downloaded from the website of the Department may also be used by the applicant and shall be accepted by the Department. Any assistance or information required in filling up the form should be given to the consumer by the Department. The Department may modify the format if so required to meet any requirement that may arise in accordance with the provisions of these Conditions of Supply so that the format is consistent with the Act, prevailing Rules and Regulations.

(3) All information relating to procedure, fees, designated officers for releasing new

connection shall be displayed on the notice boards of all the sub-offices and offices of Department.

(4) The consumer shall furnish, along with the application form, attested true copies of following applicable documents. The Department may ask for the following original documents, from the consumer, if required, for verification.

(a) Proof of ownership of the premises, such as registered sale deed or partition deed or succession or heir certificate or will of the owner;

OR

Proof of occupancy such as power of attorney or latest rent receipt or lease deed or rent agreement or copy of allotment order issued by the owner of the property;

In case of supply to agriculture/irrigation pump set, the copy of Land Revenue receipt giving the Revenue Plot No. of the field for which the supply is required;

In case of tenancy permission of landlord along with proof of ownership of the premises;

(b) In case of a partnership firm, partnership deed, authorization in the name of the applicant for signing the requisition form and agreement.

(c) In case of a Public or Private Limited Company, Memorandum and Articles of Association and Certificate of incorporation together with an authorization in the name of the applicant for signing the requisition form and agreement along with permanent address.

(5) Where the provision of power supply to an Applicant entails works of laying service line from the distributing main to the premises of the Applicant, the Department shall recover all expenses reasonably incurred on such works from the Applicant, based on the "Schedule of Charges" as approved by the

Commission or as may be approved/revised by the Commission from time to time or as decided by Department.

(6) The Department shall be entitled to use such service line to provide power supply to any Applicant, other than the Applicant who has already paid the entire expenses for laying of the said service line, provided such arrangement of tapping the already laid service line is not detrimental to the supply given to the original Applicant. However, the Department shall recover all applicable charges from the subsequent Applicant.

(7) The Department shall verify the application and the attached documents at the time of receipt of application. Written acknowledgement as per **Annexure 2** shall be issued on the spot. If the application is complete, otherwise it should mention the shortcomings as per **Annexure 3**, if the application is incomplete.

(8) No application for the new connection in an electrified area shall be refused under any circumstances if it complies with statutory requirements and is in conformity with Act. In case consumer has not been intimated within stipulated period about any further requirements for release of connection in his application, the application shall be deemed to have been accepted and necessary action shall be taken to release the connection.

(9) If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act/Electricity Rules/ /Tariff Order, the Department shall reject the application with due notice to the consumer.

(10) Department shall neither be responsible nor liable to ascertain the legality or adequacy of any No Objection Certificates/ /Way leave permissions/Permission or Consents of Statutory Authorities which might have been submitted by the Applicant/ /consumer along with his application and shall believe that such certificates/permissions to

be sufficient and valid, unless proved to be contrary. In such cases, if documents are found to be fraudulent at later stage, consequences shall be borne by the consumer.

(11) Department shall not be responsible if the reasons for delay are on account of right of way, acquisition of land, technical feasibility and lack of transmission capacity etc., over which the Department has no reasonable control, provided the reasons for the expected delay are communicated to the applicant within the period specified for energisation.

### 3.6 Supply to Different Categories of Consumers.— A. LT Supply.—

(1) The Department shall verify the application and documents at the time of receipt of application. If the application is incomplete, the shortcomings shall be intimated to the applicant as per **Annexure 3** for compliance in writing within 3 working days. After a complete application is received from the consumer, the Department shall issue a written acknowledgement as per **Annexure 2** to the consumer immediately within 2 working days of receipt of the completed application form. The Department shall intimate the consumer the proposed date of inspection as per **Annexure 6**, which should be within the next 5 working days in urban areas and 10 working days in rural areas.

(2) On receipt of application, the Department shall inspect the premises of the applicant and the applicant along with the licensed contractor or his representative shall be present during the inspection. During the inspection, the Department shall:—

(i) Specify the point of supply and the place where meter and the cut-out/MCB shall be fixed.

(ii) Specify the layout of the proposed lines and sub-station and estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.

(iii) Verify other particulars mentioned in the application form, as required.

(iv) The Department shall inspect the work completed by the consumer and release supply only after work is found satisfactory.

(v) If the Department is not satisfied, he shall intimate to the applicant shortcomings on the spot. The applicant shall get the defects rectified.

(3) (a) The Department shall prepare an estimate for release of connection as per **Annexure 4**.

(b) The estimate shall include security deposit, charges for laying the service line, distribution mains (if required) & material, and service connection charges etc., as approved by the Commission from time to time.

(c) The Department shall publish a cost data book, and make it available to any interested person at a reasonable charge, and shall also place it on their website. The estimate as at (b) above shall be in accordance with the data published in the cost data book.

(d) If the work is to be done by the developer/applicant/development authority, the Department may charge supervision charges as a percentage, of the estimated cost as specified in cost data book, which shall be deposited with the Department before work begins.

In other cases, Department shall commence the work after the applicant has deposited the cost of the estimate.

(e) A final bill shall be prepared after completion of the work by the Department.

- If the final bill exceeds the cost of the estimate, the difference shall be deposited by the applicant before connection is energized.

- If the bill is less, the difference shall be adjusted in subsequent electricity bills

issued towards current consumption of the applicant.

(4) In case it is possible to extend supply from the existing mains, the Department shall intimate the consumer, within 20 days, the amount of security deposit and any other charges as applicable. The amount shall be payable in full within 7 working days, after which only any work for laying the service line will be taken up. The Department will also intimate the consumer to execute the agreement for the service connections.

(5) In case it is necessary to extend distribution mains for giving supply to the consumer, the Department shall intimate the consumer, within 15 days in urban areas and within 20 days in rural areas, an advice containing the charges for extension of the distribution main, laying the service line, the amount of security deposit, any other charges as applicable and will also intimate if any additional formalities are required to be carried out by the consumer. In case where the consumer has to lay the service line and extension of mains, the consumer shall pay the supervision charges on cost of extension of the distribution mains and laying the service line in addition to payment of other charges as may be applicable. The amount shall be payable in full within 7 working days along with completion of formalities, after which only any work for laying the distribution mains and service line can be taken up.

(6) Department on request of consumer may extend the date of payment beyond 7 days, upto 15 days but this extended time shall not be counted for delay in giving connection, and no compensation shall be paid during the said period. In case the consumer fails to complete the formalities within 15 days, the Department shall give him notice to complete the formalities within the next 15 days failing which, his requisition for supply shall be cancelled. Thereafter the consumer shall have to apply afresh for supply or additional supply as the case may be.



(7) On deposit of charges as indicated above by the consumer, execution of the agreement and intimation that the service line and extension work have been completed, the Department shall intimate the consumer, within 3 working days, the date of testing of the consumer's installation. The consumer shall ensure that the licensed electrical contractor, who has carried out the wiring, is present during the testing.

(8) On testing the consumer's installation, if the Department/competent authority is satisfied with the test results, the Department shall arrange to install the meter with the cut-out or MCB, seal the meter in presence of the consumer and provide supply.

*B. LT Supply to Multi-Consumer Complex Including Commercial Complexes.—*

(9) For the purpose of providing new power supply to a building or a group of buildings having more than one connection with a total load exceeding 30 kW, the premises shall be considered as a multi-consumer complex. Such new connection shall be provided with single meter. However this shall not restrict the individual owner for applying for individual connection and the Department shall sanction such connection on LT. The applicant/developer/development authority shall be responsible to develop, construct the entire infrastructure required for distribution network from the Department's sub-station 33/11KV or 11/0.4 KV, upto the connection outlets in individual owner's premises, at his own cost.

The cost of construction/augmentation of 33/11 kV power sub-station if required shall be borne by the Department.

*Note:* The developer/builder/society/consumer includes any agency whether Government, local body or private that constructs the Multi-Consumer Complex.

(10) Meters shall normally be provided at the ground floor in accordance with the procedure stated in **Chapter 7** of these Conditions.

(11) The land/room required for housing the transformer sub-station and meters shall be provided by the developer/builder/society/consumer free of cost for which rent or premium shall not be paid by the Department. Transformers should preferably be placed in open areas. In case of installation of transformer in a room or closed area is unavoidable, all safety measures as per prevailing rules and regulations shall be taken.

(12) Connections for common facilities like lift, water pumps etc. shall be given in the name of the builder/developer/society.

(13) In case the original approved plan is for a multi-consumer complex, but the builder/developer/society/consumer desires to avail connection for a portion of it, the connection shall be provided treating it as multi-consumer complex.

(14) If a building comes under the category of multi-consumer complex and if a separate distribution transformer of sufficient capacity is necessary, for giving supply to such building which was not provided earlier, it will be provided at the cost of the builder/developer/society/consumer. Alternatively, the builder/developer/society/consumer shall bear the additional cost to augment the capacity of the existing 11/0.4kV sub-station, if found necessary by the Department.

(15) On receipt of requisition from the builder/developer/society/consumer for supply of electricity to multi-consumer or commercial complexes, the Department shall take action for extending the supply as per procedure given in **Condition 3.6 (1) to 3.6 (8)** above, as applicable.

*C. LT Supply to Housing Colonies and Multistoried Buildings.—*

(16) The developer/builder/society/consumers of a housing colony shall bear the cost of extension including the cost of 11 kV line, distribution transformer and LT lines/LT cables. The cost of construction/augmentation



of capacity of power sub-station of 33/11 kV if required shall be borne by the Department.

[Note: The developer/builder/society/consumer includes any agency whether Government, local body or private that constructs the building/colony.]

(17) On receipt of requisition from the builder/developer/society/consumer for supply to housing colony, the Department shall take action for extending the supply as given in **Condition 3.6 (1) to 3.6 (8)** above, as applicable.

### Supply to Group Users

(18) The Group user shall be eligible to opt supply by Department at a single point provided that the supply shall be primarily used for residential purpose including the loads of common amenities for the group user like pumps for pumping water supply and lighting of common area. The consumption of energy for common services shall be separately metered with meters installed by the consumer and tested and sealed by Department. The consumption of energy over and above 10% of the total consumption of energy shall be billed at LT commercial tariff. The Group user shall inform the details of every non-domestic activity along with the connected load to the Department at the time of seeking connection or at the time of enhancement in contract demand.

(19) On receipt of requisition in manner specified under **Condition 3.5** from the group user, the Department shall verify the application and the attached documents at the time of receipt of application. In case of a Co-operative Group Housing Society, a certified copy of the registration of the Co-operative Group Housing Society shall also be annexed along with the application requiring supply at single point.

(20) The provisions of these Conditions of Supply shall not in any way affect the right of a person residing in the housing unit sold or leased by Cooperative Group Housing Society to demand supply of electricity directly from

the Department on the following terms and conditions:

(i) The Co-operative Group Housing society must permit any person of the society to avail supply of electricity from the Department directly.

(ii) The Co-operative Group Housing Society shall have no objection in respect of the following:

(a) The electricity supply by the Department to such person shall be served from the Department's distribution network.

(b) Extension of adequate distribution network by the Department to release the supply to such person.

(c) Providing access for the Department's representative to approach at any point of time to network of Department in the premises of the group user including the point of supply to such consumer to discharge service obligations without any resistance.

(d) The meter shall be installed by the Department at the appropriate place in the premises of such consumer and the reading and billing of electricity for consumption by such consumers shall be done by the Department.

(e) The Department shall recover the charges for the electricity consumed by such person at the approved rate applicable to the domestic category.

### D. LT Supply for Agriculture/Irrigation Pump-sets.—

(21) The procedure laid down in **Condition 3.6 (1) to 3.6 (8)** above, as applicable, shall be followed for giving supply to agriculture/irrigation pump-sets where extension of distribution mains and/or augmentation of distribution transformer is not required.

(22) Supply for agriculture/irrigation pump set, at one point, may also be given to a registered co-operative society or to a group of farmers recognized by the Department.

(23) If, on inspection of the premises, if it is found that extension of distribution mains, augmentation of distribution transformer capacity providing of additional distribution transformer etc., are required, necessary estimate as per the cost-data shall be prepared and got approved by competent authority. If any amount towards cost of the works, after considering subsidy from the Government or any appropriate authority shall be intimated to the consumer along with other charges such as security deposit etc., to be paid. The work of electrification of such pump set(s), will be taken up and completed within the period as laid down in **Condition 3.7** after the amount as intimated is deposited by the consumer(s). New connection shall be given on the broad principle of first-come first serve basis. Within 7 working days of completion of work, the Department shall intimate the date of testing of the installation of the consumer and inspect the wiring in the premises of the consumer. In case the Department is satisfied the connection shall be served within 3 working days of the inspection.

(24) An agricultural consumer, if he so desires, may shift the location within his premises of his connection, with the approval of the Department, after payment of charges if any.

*E. LT Supply to Public Street Lightings.—*

(25) Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format to the local office of the Department by the Municipal Corporation or Municipality or Municipal Board or Gram Panchayat or Local Body or the Government Department or any other organization responsible to maintain public street lights (in context of public street lights hereinafter called 'local body').

(26) The requisition for public lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles, existing or new, where streetlights are required.

(27) The fittings, brackets or any special fittings shall be in accordance with the relevant BIS specifications or its equivalent, and shall maintain required clearances as per prevailing rules and regulations. The local body shall bear the full cost of arranging of power supply to public street lights including complete fittings and brackets. In case, any special fittings are to be provided, the local body shall arrange for it.

(28) The Department shall intimate the cost of extension in writing within 20 days from the date of application. The work shall be taken up only after deposit of the amount and execution of agreement by the local body.

(29) A suitable double compartment weatherproof metal box to house the energy meter and street light switch/MCB/timers shall be provided by the Department.

(30) It shall be the responsibility of the municipal body/local body to maintain and replace street light fittings and also switch on and switch off the street light. However the Department may carry out the maintenance of street light fixtures on payment basis and shall arrange to switch on fifteen minutes before sunset and switch off the street lights fifteen minutes before sunrise as per local sunset/sunrise timings or any other timings agreed upon between the Department and the local body. The Department shall also carry out replacement of fixtures/bulbs (of same wattage) etc., on the poles on request by the street light consumers. The fixtures, bulbs etc., shall be supplied by the consumers and replaced by the Department within 7 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.

*F. Temporary Power Supply.—*

(31) Any person requiring power supply for a purpose temporary in nature, for a period of less than 90 days or as provided in the tariff order of the Commission may apply for temporary power supply in the prescribed form. The period of connection can be extended upto two years for building construction activities and for purpose of installation of equipments by industrial consumers for setting up their units. Application for temporary supply shall normally be given in advance. In certain exceptional case like marriage, political meeting etc., the application can be given on the day on which supply is required. The proof of ownership/occupation or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required has also to be attached with the application.

(32) In case temporary supply is required in premises/place where 100 or more persons are likely to assemble, the consumer shall comply with the provisions of Section 54 of the Act.

(33) If supply is technically feasible, the Department shall intimate the charges to be paid by the consumer for the cost of service line, meter, cut-out/MCB and other charges etc., together with charges for the estimated electricity consumption for the period of supply applied as per tariff order of the Commission in force. All the charges shall be payable in advance.

The consumer shall have the option either to take the material used for temporary connection or receive credit, in the final bill, for materials dismantled and returned to stores of the Department after disconnection of supply.

(34) In case temporary supply is required for a period more than 90 days, the Department may permit the consumer to pay charges for estimated consumption for 90 days in advance and serve the bills for monthly consumption. In case the consumer fails to pay the bills in time and the advance with the Department does not cover the charges for the balance period, the supply shall be liable for disconnection.

(35) The Department shall release the supply within 3 days after payment of charges and compliance of other requirements by the consumer for loads up to 10 KW and within 15 days for load exceeding 10 KW where extension of distribution mains is not required. Where extension of distribution mains is required, the supply shall be released within 60 days in case of LT consumers, 90 days for HT consumers and 180 days for EHT consumers.

(36) The readings of the meter may be taken during the period of the temporary connection to ensure that the charges for actual consumption does not exceed the advance payment received.

(37) After the period of temporary supply is over and supply has been disconnected, the Department shall send the final bill to the consumer within 10 days from the date of disconnection of supply and refund the balance amount, if any, within 20 days of surrender of original money receipt or submission of indemnity bond by the consumer. On any delay beyond the said time limit, the Department will be liable to pay an interest @ 1.5% per month on the amount to be refunded or outstanding for the number of days beyond the last date of payment, as specified above.

*G. H. T. Supply.—*

(38) After receipt of application for supply of electrical energy at H.T. as per **Annexure 1**, the Department shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The Department shall intimate the feasibility or otherwise of supply within 10 days of such inspection. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the Department shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The consumer may with the written permission of the Department house his own HT switchgear and other apparatus connected with the supply of electrical energy to him under the agreement signed between the consumer and the Department but such enclosure shall not be used for any other purpose. The Department may insist on use of 'Underground Cable' or 'Ariel Bunched Cable',

wherever considered appropriate, for the last span. The difference of cost of the last span on account of laying of 'Underground Cable' or 'Ariel Bunched Cable' with respect to overhead bare conductor shall be borne by the Department.

(39) Supply to HT industrial consumers shall normally be given through HT feeder exclusively meant for industries. It may be preferable to extend supply through a separate feeder from the nearest 33/11 kV or EHT sub-station in case of consumers with continuous process industry or load of 3 MVA or more.

(40) Supply to new HT consumer shall normally not be extended from the rural feeder. If due to the prohibitive cost of extension of separate feeder from the nearest 33/11 kV or EHT sub-station, or for any other reason, the supply is given from a rural feeder, the consumer shall be informed that the supply shall be restricted and regulated in accordance with the restrictions imposed on the rural feeders as per grid conditions, which shall be compiled with.

(41) The Department shall intimate the consumer, the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges if any. Copies of the draft agreement and the form of the required test report as per **Error! Reference source not found.** shall also be forwarded simultaneously.

(42) After payment of charges including security deposit, and execution of the agreement, the Department shall take up the work of extension of mains. If the consumer wishes, he may execute the job on his own after payment of due supervision charges to the Department. After completion of the installation, the consumer shall furnish to the Department the test report as per **Error! Reference source not found.** and the permission from the Electrical Inspector to energize the installation. On receipt of the report(s), the Department shall intimate the consumer in writing the date (not later than 7 days) of inspection and testing of the consumer's installation. In case the consumer's installation is found in order, the

Department shall seal the meter in the presence of the consumer and serve the connection.

#### H. Supply at Extra High Tension (EHT).—

(43) After receipt of application as per **Annexure 1** for supply of electrical energy at EHT, the Department shall intimate the consumer in writing the date of inspection to check his installations. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the Department shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The Department shall intimate the feasibility of supply within 10 days of receipt of the application.

(44) The Department shall intimate the consumer the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges, if any. Copies of the draft agreement and the form of the required test report as per **Error! Reference source not found.** shall also be forwarded simultaneously.

(45) After the payment of charges including security deposit and execution of the agreement, the Department shall take up the work of extension required to give supply. If the consumer wishes he may execute the job on his own after payment of due supervision charges to the Department. The work shall be completed within 180 days.

(46) After the consumer executes his internal electrical works, he shall furnish to the Department the test report as per **Error! Reference source not found.** and the permission from the Electrical Inspector to energize the installation in accordance with clause 47 of IE Rules. On receipt of the report(s), the Department shall intimate the consumer in writing the date of inspection and testing of the consumer's installation. If the consumer's installation is found in order, the Department shall seal the meter in the presence of the consumer and provide the connection.



**3.7 Target Period of Completion of Various Activities.—**

The following table provides the target period of completion of various activities:

Sr. No.	Type of Service	Time Limit for Rendering the Service
<b>1. LT Connection</b>		
1.	Acceptance and Notice of inspection on receipt of complete application.	5 days
2.	Inspection after sending the notice	
a.	Urban areas	3 days
b.	Rural areas	7 days
(i)	<b>if the extension work is not required and the connection is to be given from the existing network</b>	
3.	Issue of demand note to the applicant for payment of estimated charges.	
a.	Urban areas	3 days
b.	Rural areas	5 days
4.	Serving of power availability notice for commencement of supply after payment of necessary charges	
a.	Urban areas	5 days
b.	Rural areas	7 days
(ii)	<b>If the extension work or enhancement of transformer capacity is required.</b>	
5.	Issue of demand note to the applicant for payment of estimated charges	
a.	Urban areas	20 days
b.	Rural areas	
6.	After payment of necessary charges serving of power availability notice for commencement of supply – All connections	30 days
<b>2. High Tension Connection</b>		
a)	Information feasibility after receipt of the application	10 days
b)	Issue of demand note of estimated charges (after issue of notice of feasibility)	
(i)	If no extension of work is involved	7 days
(ii)	If extension work is involved	45 days
(c)	Serving of power availability notice for commencement of supply/ /release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector	
(i)	If no extension of work is involved	7 days
(ii)	If extension work is involved	
-	Construction of 11 kV line	30 days
-	Construction of 22 kV or 33 kV line	45 days
<b>3. Extra High Tension Connection</b>		
a)	Informing feasibility after receipt of the application	10 days
b)	Issue of demand note of estimate charges after issue of notice feasibility	60 days
c)	Serving of power availability notice for commencement of supply/release of connection after receipt of estimated charges	
(i)	involving construction/extension of EHT line	45 days (Subject to receipt of clearance from Electrical Inspector)
(ii)	involving construction/extension of EHT line and additional transformer	180 days



3.8 *Priority.*— The Department shall maintain a priority register as per the Format given in **Error! Reference source not found.** in respect of the following categories:

(a) Where no extension of distribution mains is required.

(b) Where extension of distribution mains upto two poles is required.

(c) Where extension of distribution mains of more than two poles is required.

3.9 The Commission may for reasons to be recorded, direct/permit deviations from the above **Condition 3.1 to 3.8** if in the opinion of the Commission the circumstance warrants such deviation.

#### 4. Wiring And Apparatus In Consumer Premises:

4.1 *Wiring at Consumer's Premises.*— (1) For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the Indian Electricity Rules, 1956. The materials used for wiring shall conform to the relevant specification of the Bureau of Indian Standards or its equivalent. Wherever applicable, the materials used shall bear ISI mark.

(2) The consumer shall further ensure that the wiring on the consumer's premises further conforms to the rules of the Fire Insurance Company in terms of which the Building/ Premises are insured and shall carry out the same only from a licensed electrical contractor.

(3) All electric lines, equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed, protected worked and maintained in such a manner as to ensure safety of human beings, animal and property.

(4) The relevant code of practice of BIS (Bureau of Indian Standard), including

National Electric Code may be followed in all installations. However, in case of any inconsistency, the relevant provisions of the IE Rules, 1956 shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.

(5) All electrical installation works should be carried out by a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.

4.2 *General Wiring Conditions.*— (1) *Mains.*— The consumer's mains shall, in all cases, be brought back to the Department's point of supply and sufficient cable shall be provided for connecting up with the Department's apparatus.

(2) *Switches and Fuses.*— The consumer shall provide MCB or quick break linked main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor.

(3) *Balancing of Load.*— The consumer taking three-phase supply shall balance his load between the phases as per IE Rules.

(4) *Earthing.*— Proper earthing with earthing pipe should be done and gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.

(5) *Domestic Appliances.*— For the safety of the wiring at the consumer's premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, microwave oven shall be run with adequate size of wire from the main distribution

board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth".

(6) *Plugs.*— All plugs shall be provided with switches on the live wire and not on the neutral. Preferably plugs shall be of three-pin type, the third pin connected to earth.

4.3 *Apparatus Interfering with Department's System.*— The Department may discontinue the supply giving reasons if the consumer installs any instrument, apparatus that are likely to affect adversely, the supply to other consumers. Supply shall be restored on taking appropriate remedial action to the satisfaction of the Department.

4.4 *A. C. Motor Installations.*— The motor shall be provided with control gear with necessary protective devices so that the starting current of consumer's installation does not in any case exceed the limits given in the following schedule:

Nature of Supply	Size of Installation	Limit of Maximum current demand
Single Phase	Upto and including 1.5 Horse Power	6 X full load current
Three Phase	Upto and including 3 Horse Power	6 X full load current
	Above 3 Horse Power and upto including 15 Horse Power	2 X full load current
	Above 15 Horse Power and upto including 100 Horse Power	1.5 X full load current
	Above 100 Horse Power	1.25 X full load current

Failure to comply with these Conditions will render the consumer liable for disconnection forthwith.

4.5 *Consumer's Apparatus.*— The apparatus/appliances/gadgets used by consumers should conform to the standards

and specifications prescribed by the Bureau of Indian Standards or equivalent.

4.6 *Power Factor of Plant and Apparatus.*— (1) *Welding Transformers.*— LT installations with welding transformers will be required to have suitable shunt capacitor(s) of a capacity shown in **Error! Reference source not found.**, installed so as to ensure power factor of not less than 90%.

2. *Induction Motor.*— (a) Every LT consumer, including irrigation pump set consumer, whose connected load includes induction motor(s) of 3 HP and above and other low power factor consuming appliances shall arrange to install Low Tension Shunt Capacitors of capacity shown in **Error! Reference source not found.**, so as to ensure power factor of not less than 90% at his cost across the terminals of his motor(s).

(b) Supply to LT installation with induction motor(s) of capacity of 3 HP and above will not be given unless suitable capacitor of a capacity shown in **Error! Reference source not found.**, to improve power factor is installed.

(c) Such consumers with poor power factor below the percentage specified by the Commission shall be liable to pay surcharge at the rate(s) as specified by the Commission in the Tariff Order from time to time.

(3) The Department may discontinue supply, after due notice of 15 days, to any installation where the average power factor in a month is less than 70% where meter installed is having P.F. measuring feature. In case LT capacitors are not installed or installed but not in working condition, in such cases also the supply shall be disconnected after due notice of 15 days without prejudice to the right of the Department to levy/minimum charges as applicable during the period of disconnection.

4.7 *High Tension Consumers.*— The following controls shall be installed (refer Section 50 of IE Rules, 1956).

(1) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/apparatus capacity up to 1000 kVA if supplied at voltage of 11 kV and 2500 kVA if supplied at a voltage of 33 kV.

(2) A circuit breaker along with linked switch for consumers having an aggregate installed transformer/apparatus capacity above 1000 kVA if supplied at 11 kV and above 2500 kVA if supplied at 33 kV.

(3) In either case, suitable automatic circuit breakers shall be installed on the low tension side of each transformer or on each LT feeder emanating from the transformer.

**4.8 Extra-High Tension Consumer.**— (1) Extra-High Tension consumer shall install a circuit breaker on HV side of the transformer (refer Section 50 of IE Rules, 1956).

**4.9 HT/EHT Consumers.**— (1) All transformers, switch-gears and other electrical equipments in the installation of the consumer and also those directly connected to the feeders or lines of the Department shall be of suitable design and be maintained by the consumer to the reasonable satisfaction of the Department. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the Department.

(2) Notwithstanding the provisions under **Condition 4.4** it is necessary that the consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provisions of the prevailing laws, rules and regulations.

(3) The consumer shall maintain a power factor of 90% and above. Consumers shall be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor. The Department may discontinue supply, after due notice of 15 days, to any installation where the average power factor is

less than 70% without prejudice to the right of the Department to levy demand/minimum charges as applicable during the period of disconnection.

**4.10 Inspection and Testing of Consumer's Installation.**— (1) Before any wiring or apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension consumer is connected to the system, it shall be subject to inspection and approval of the Department/competent authority and no connection shall be made without the Department's/competent authorities' approval. In addition, all high-tension installations will have to be approved by the Electrical Inspector and all electrical installations in mines will have to be approved by the Inspector of Mines.

(2) Upon receipt of the test report as per **Error! Reference source not found.**, the Department will notify to the consumer the time and day when the Department proposes to inspect and test the installation. The consumer shall ensure that the Licensed Electrical Contractor or his representative, technically qualified, employed by him is present at the time of inspection to furnish to the Department any information concerning the installation required by him. The Department shall provide a copy of the inspection report to the consumer and obtain the acknowledgement of the consumer.

(3) Manufacturer's test certificate in respect of all HT apparatus shall be produced, if required, by the Department.

(4) The Department shall not connect the conductors and fittings at the consumer's premises with its works unless it is reasonably satisfied that the connection will not at the time of making connection cause a leakage from the installation or apparatus of a magnitude detrimental to safety. The value of the insulation resistance should be as provided in Rule 48 of I.E. Rules, 1956.

(5) If the consumer's installation is found to be not safe for connection, the Department shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the Department shall retest the installation.

(6) The Department shall levy no charge for the first test. Subsequent tests, necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The Department will not accept any responsibility with regard to the maintenance or testing of wiring on the consumer's premises.

**4.11 Extensions and Alterations.—** (1) No electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.

(2) In the event that the contracted demand or connected load of the consumer is modified, the consumer shall submit a wiring completion report duly signed by the licensed electrical contractor in case of LT, and the report issued by the Electrical Inspector, in case of HT and shall bear the cost of the alteration, if any as a consequence of the modification in contracted demand or connected load.

(3) During such time as alterations, additions or repairs are being executed, the supply to the circuit which is being altered added to or replaced must be entirely disconnected and it shall remain disconnected until the alterations,

additions or repairs have been tested and passed by the Department.

(4) If, as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over sanctioned connected load or contract demand, the consumer shall take steps to submit a requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided in **Chapter 10** under unauthorized use of electricity but may also result in disconnection of supply after due notice.

**4.12 Access to Consumer's Premises.—** (1) Without prejudice to the provisions contained in Part XII, XIV and Section 163 of the act, the authorized employees/representatives of the Department shall not seek entry into the consumer's premises beyond point of supply;

(2) An authorized person, at any reasonable time, and on informing the occupier of their intention, enter any premises to which electricity is supplied or has been supplied by the Department to any premises upon which the electric supply lines or other works have been lawfully placed by the Department, for the purpose of (i) inspecting and reading meters, (ii) for disconnecting supply, (iii) for removing the Department's apparatus, (iv) for inspecting, testing, repairs, replacing, altering and maintenance of its property or for doing all things necessary or incidental to proper continuance and maintenance of supply to the consumer. All such persons visiting consumer's premises must carry photo identity cards issued by the Department and shall produce the same to the consumer or the occupier on demand. The consumer should immediately check with the Department if the credentials of representatives are doubtful.

(3) An authorized person shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized use of energy, unauthorized additions and alterations to equipment, theft



and misappropriation of energy, diversion of power, by-passing or tampering of the meter or for inspection and testing. On detection of unauthorized use of energy, unauthorized addition and alteration to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the Department may take action as per prevailing laws.

(4) Provided that no inspection, testing or checking of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

(5) If the consumer does not provide access to the Department or its authorized representatives to enter the premises for the reasons stated in **Condition 4.12 (3)** and **Condition 4.12 (4)**, the Department may give a 24 hours notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not provide access, the Department shall be entitled to discontinue supply to the consumer.

**4.13 Rating of Installations.—** (1) The connected load of Domestic category of consumers shall be determined as per the procedure given in **Error! Reference source not found..** Survey of load shall be carried out normally once in two years. The Department may also carry out verification of load in selected areas periodically. However, if the Department has reasons to believe that a particular domestic connection or a group of domestic connections might be involved in unauthorized abstraction of power; an authorized person for the purpose may conduct a survey of such consumer's premises.

(2) The Department shall send formats of 'self declaration of connected load' as per **Annexure 11** along with electricity bills to all consumers once in six months. The consumers may fill-up the form, if his actual current connected load is at a variance from the recorded connected load and submit to the

Department while making payment of the bill. The domestic consumers may also declare enhanced connected load of his premises, any time during the year, by completing the format given in **Error! Reference source not found.** and submitting the same to the Department along with an application for change in connected load.

On receipt of application/declaration the Department may arrange to conduct a survey of the premises of the consumer to determine the load of the premises. In case such a survey is not carried out within thirty days from the date of submission and the load applied for is higher than the recorded load of the consumer, the load declared by the consumer shall be deemed to have been accepted. The Department shall issue the demand note for additional charges, if any, immediately.

(3) The connected load of all categories, other than Domestic category of consumers, shall be the aggregate of the manufacturer's rating plates of all energy consuming devices, in the consumer's premises, which can be used simultaneously. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's rating plate is not available, the Department may use suitable apparatus to determine the load of such device. If, both air-conditioner and room heater are found in the same premises, the load of the item with higher rating shall be taken into account. Items stocked for the purpose of sale/repair or genuinely as spare shall not be considered for the purpose of determination of connected load. The Department shall carry out periodical survey of street lights and record the type of lamps being used along with their load.

(4) All installations other than those of Domestic category are subject to rating/ /re-rating by the Department at its discretion. If the consumer is not satisfied with the rating determined by the Department, he may get his apparatus rated by one of the recognized engineering institutes approved by the Commission for determination of load of



apparatus. Both the consumer and the Department may appoint their respective representatives to be present during the process of determination of load at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and accepted by both the consumer and the Department.

(5) Where for any reason, it is not possible to determine the maximum demand, power factor or any other electrical quantity in respect of an installation, the Department shall determine such quantities periodically by rating/re-rating, and the procedure for the same shall be got approved by the Commission.

(6) If a consumer applies to the Department for re-rating his installation due to additions or alterations in the installation, the procedure as stated in **Condition 4.13 (1) to (4)** shall apply.

**4.14 Generators in the consumer's installation and parallel operation with the supply system of the Department.—** (1) Operation of generator in consumer's installation in parallel with the Department's system is permissible only with the written consent of the Department. However, the consumer may install generator, inverter to use only in the case of failure of power supply, and the consumer shall install double link switch changer so that the current of generator/inverter may not be injected in the Department's distribution system. The capacity of the generator/inverter shall not be taken into account for calculation of connected load.

(2) Where no such consent has been given, the consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode and the generator, in no case, should get connected to the Department's system. The Department, on intimating the consumer, can

enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to his system.

(3) Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the Department's system. The consumer should also ensure that his supply does not get incorrectly connected to the Department's system. The Department shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the Electricity Grid Code as specified by Joint Electricity Regulatory Commission for State of Goa and UTs and other relevant regulations. The actual operations shall be carried out in co-ordination with both the State Transmission Utility and the Department.

(4) In case the consumer's supply gets extended to the Department's system from a generator or inverter or from any other source, without appropriate approval from the Department, causing damage to the Department's apparatus or to human life, the consumer shall be made responsible for the same and shall be liable to fully compensate the Department for all losses caused to the Department or to the Department's other consumers.

**4.15 Harmonics.—** (1) The Department shall publicize the need for installation of Harmonic filters. All HT consumers, and LT commercial consumers (above 15 KW) to begin with, shall be given a time period of one year from the date of implementation of these Conditions, after which, Harmonic filters shall become mandatory on such consumers.

(2) If the Department detects and proves to the consumer that the consumer's system is generating harmonics above acceptable limits, the Department shall request the consumer to install appropriate harmonic filter and the

consumer shall install such filters within a period of six months from the date of request by the Department.

### **5. Point Of Supply And Department's Equipment In Premises:**

**5.1 Point of Supply.**— (1) Supply shall be given at a single point, in premises, at the outgoing terminal of the Department's cut-outs fixed after,

(a) Meters in case of Low Tension consumers.

(b) Control switchgear that may be installed in Department's or consumer's premises as agreed mutually in case of High Tension consumers.

The Department shall determine the point of supply such that the meters and other equipment are always accessible to the Department without obstruction for inspection.

(2) All EHT & HT consumers/applicants shall provide access to the Department to the meter or metering cubicle.

(3) However, in special cases, the Department may agree to give supply at more than one point in the installation of the consumer/applicant having regard to the physical layout of the installation and the requirements of the consumer/applicant. The arrangement will be subject to the condition that separate metering will be done and summation of demand and energy recorded at all points will be taken as parameters for billing under the relevant tariff schedule.

**5.2 Installation of Equipment at Point of Supply.**— (1) At the point of commencement of supply, the consumer/applicant shall provide a main switch/circuit breaker from the outgoing terminal of the meter.

(2) In addition, HT/EHT consumers/applicants shall also provide suitable protective devices as per the provisions of

Rules 56 and 64 of the Indian Electricity Rules, 1956. The system of protection shall be got approved by the Department before commencement of supply.

(3) In case of HT/EHT consumer/applicant, meter, circuit breakers and its associated equipment shall be installed by the Department at the point(s) of supply.

(4) HT/EHT consumer/applicant shall install step down transformers with a vector group of delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.

**5.3 Dedicated Feeder.**— (1) Consumers desirous of getting power supply from dedicated feeders may make a request for such facility to the Department. The dedicated feeder shall be extended from the power sub-station to the consumer's point of supply. In such cases the consumers shall be liable to pay the cost of Bay and all protection switchgears and its accessories provided at the power sub-station for this feeder in addition to the cost of the feeder. On receipt of such request, the Department will check the feasibility, based on merit, of providing a dedicated feeder to the consumer's premises. If found feasible, the consumer will be provided with a dedicated feeder and the consumer will be liable to pay additional charges such as supervision charges, etc., as approved by the Commission from time to time. The Department shall not extend electric supply to any other consumer from the dedicated feeder.

**5.4 Department's Equipment at Consumer's Premises.**— (1) The consumer shall provide free of cost to the Department necessary land belonging to the consumer and afford all reasonable facilities for bringing in not only the direct cables or overhead lines from the Department's system for servicing the consumer, but also cables or overhead lines connecting Department's other consumers and shall permit the Department to install all requisite switchgears and connections thereto

on the above premises and to extend supply to such other consumers in the same housing complex through the cables and terminals situated on the consumer's premises, provided supply to the consumer in the opinion of the Department is not thereby affected.

**5.5 Damage to Equipment at Consumer's Premises.—** (1) The meter, cut-out/MCB, service mains and other equipment belonging to the Department, must on no account be handled or removed by any one who is not an authorized employee/representative of the Department. The seals, which are fixed on the meters/metering equipments, load limiters and the Department's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of Department's equipments and seals on the meters/metering equipments within the consumer's premises shall be on the consumer.

(2) In the event of any damage caused to the Department's equipment's in the consumer's premises by reason of any act, neglect or default of the consumer or his authorized/representatives, the cost thereof as claimed by the Department shall be payable by the consumer. If the consumer fails to do so on demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the supply shall be liable to be disconnected after due notice. The consumer shall however be liable to pay the charges, as applicable.

(3) The Department is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.

(4) If the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the Department or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law, disconnect the supply of power to premises till the defects are removed, in accordance with Rule 49 of India Electricity Rules, 1956.

**5.6 Ownership of the equipment and apparatus.—** (1) All meters and other equipments belonging to the Department and installed in the premises of the consumer, shall be and continue to be at all times the property of the Department, notwithstanding that such meters and other equipments or any part thereof, may be fixed or fastened to or embedded, in any part of the consumer's premises, including land belonging to the consumer. Such equipment shall not be disturbed or dealt with in any manner except by the employee of the Department duly authorized for the purpose.

**5.7 Failure of Fuse/Supply.—** (1) In the event of failure of the Department's service fuse, at any time, complaint thereof should be lodged by the consumer to the Department's local office/call center and the Department shall ensure registration of complaints on round the clock basis. Only authorized employees possessing the photo-identity card of the Department shall be permitted to replace these fuses in the Department's cut-outs. Consumers are not allowed to replace these fuses. The Department should not allow its employees to carry out any repairs in the consumer's installations.

## **6. Service Connection Related Matters:**

**6.1 Change of category.—** (1) "Category of Consumer" means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission. The applicant shall apply for change of category from one tariff rate schedule to another to the concerned officer of the Department. Tariff change from any L.T. category to Agriculture category shall not be permissible. Tariff change from higher rate to lower rate shall be done only after completion of compulsory period of availing supply as per the agreement.

(2) In case sanction of new category is not permitted under any law in force, the Department shall inform the consumer within 15 days from the date of receipt of application.

(3) The Department shall inspect the premises and shall change the category within the time limit specified in the Standards of Performance of Distribution Licensee Regulations from the date of receipt of application.

(4) Change of category shall be effective from next billing cycle.

(5) No case of unauthorized use of energy shall be booked by the Department if detected after the consumer had applied for change of category and change is legally permissible.

(6) An application of the consumer for change of category shall be treated as a fresh application and he shall deposit processing fees, new additional security, if any, and execute supplementary agreement if necessary.

(7) Where a consumer has been classified and billed under a particular category and subsequently, it is observed that the previous classification is not correct, the Department may alter the classification and suitably revise the bills accordingly.

**6.2 Transfer of Connection/Change of Name.—** (1) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application filed transferee or the legal heir or successor of the deceased consumer.

(2) The application shall be accompanied by documentary evidence of transfer or legal heirship or succession and proof of no arrears on account of electricity charges on that connection.

(3) The Department shall decide the case within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.

(4) The transferee or the legal heir shall submit a fresh agreement, in the prescribed

format, along with outstanding dues, if any, within 14 days of receipt of intimation. The transfer shall be affected and a copy of the agreement shall be sent to the consumer within 7 days after receipt of fresh agreement.

(5) In case of Govt. residential quarter change of name in favor of any new occupant shall be allowed after the new occupant furnishes the letter of allotment and proof of date of occupancy in such cases change of name shall be allowed from date of occupancy provided there are no arrears outstanding.

**6.3 Procedure in Case of Change in Wiring and/or Apparatus or Shifting of Service Line in the Premises of the Consumer.—** The consumer may apply to the Department for any changes in their premises related to wiring/apparatus/service line, after clearing all dues pending, if any, provided the same are not stayed by any court, subject to the following:—

(a) The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work Completion certificate and Test report as per **Error! Reference source not found.**, as prescribed by Indian Electricity Rules, 1956 until Regulations are issued under the Electricity Act, 2003.

(b) No reference shall be made to the Department if the change in wiring of LT loads does not result in dislocation of the meter or other related apparatus and there is no change in the load. However, the consumer shall produce the test report as per **Error! Reference source not found.**, if required by the Department at any time.

(c) In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Department. The Department shall after due enquiry grant approval, intimating the estimated charges to be

deposited by the consumer with or without modification to the proposal, or reject the request stating reasons thereto, in writing, within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.

(d) The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Department. The Department shall inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and the Indian Electricity Rules, 1956 until these Conditions are issued under the Electricity Act, 2003.

(e) The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Department at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval and work shall be completed within the time specified in the Standards of Performance of Distribution Licensee Regulations from the date of deposit of the estimated cost.

**6.4 Procedure for Enhancement of Contract Demand/Connected Load.**— (1) Applications for enhancement of load shall be submitted to the concerned officer of Department in the prescribed form.

(2) The Department shall inspect the premises within seven days of receipt of application or otherwise as provided in the Standards of Performance of Distribution Licensee Regulations to examine the feasibility of supply of the enhanced load and intimate the consumer covering the following aspects:

(a) Whether the additional power can be supplied at the existing voltage or at a higher voltage.

(b) Whether any addition or alterations are required to be made to the system and the cost to be borne by the consumer.

(c) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges if any, to be deposited.

(d) Change in the classification of consumer, if required.

(3) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears to the Department. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or by the Commission or an authority appointed by the Commission.

(4) If supply of enhanced load is found feasible, the consumer shall be asked to:

(a) Furnish work completion certificate of consumer's installation and Test report as per **Error! Reference source not found.** from a licensed electrical contractor where alteration of installation is involved.

(b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.

(c) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.

(d) Execute a fresh agreement as per enhanced load which shall be enforceable during agreement period and the old agreement shall stand terminated.

(5) If no addition or alteration to the system including new/alternate metering arrangement is required, the enhanced load will be released as specified in the Standards of Performance of Distribution Licensee Regulations subject to completion of the requisite formalities. If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.



6.5 *Procedure for Reduction of Contract Demand/Connected Load.*— (1) Application for reduction of load, after the expiry of initial period of agreement, shall be made to the concerned officer of Department in the prescribed form along with the following data/documents:

(a) Details of alteration/modification/removal of the electrical installation along with work completion certificate and Test report as per **Error! Reference source not found.** from a licensed electrical contractor where alteration of the installation is involved.

(b) Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.

(c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.

(2) On receipt of the application for reduction of load, the Department after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.

(3) If the sanction is not granted by the Department within the period specified in above **Condition 6.5 (2)** above, the applicant may, by a written notice to the Department, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.

(4) The reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or 'deemed permission is granted'.

(5) The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall not be refused by the Department on the ground that there are dues payable to the Department against the connection.

(6) In all existing agreements executed prior to the commencement of these Conditions, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Code.

(7) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The Department shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.

(8) The reduction of Contract Demand load shall not be permitted in following cases:—

(i) Arc/Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment and also to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.

(ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.

(iii) Load shall normally not be reduced within initial period of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered/

/reduced for the balance period of initial period of agreement or period of notice specified in the agreement for that category of consumer, whichever is later, reduction may be allowed.

(iv) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

**6.6 Permanent Disconnection.**— (1) The supply shall be disconnected permanently in following cases:—

(a) With the termination of the agreement.

(b) If the cause for which the supply was temporarily disconnected is not removed within the notice period specified in the agreement for termination of agreement or initial period of agreement whichever is later.

(c) On request of consumer.

(d) On non-payment of bills as provided in **Condition 9.1** below.

**6.7 Notice of Vacation or Transfer of Premises.**— (1) A domestic consumer about to vacate or sublet his premises shall give to the Department a notice not less than 7 clear days in writing to that effect and arrange to settle his account. He may either ask for disconnection of supply or may transfer the connection in the name of the new owner/occupier. The Department cannot guarantee that the meter reading will be taken on the required date unless due notice and facility to record the meter reading is given. Failing such notice, the consumer will be responsible for all energy consumed on the premises and for the safety of Department's apparatus installed for him on the premises.

(2) In case of consumers, other than the domestic consumers, the provision in **Condition (1)** above will apply only in so far they are inconsistent with the provision of

agreement and where they are not inconsistent; the provision of their respective power supply agreement will always prevail.

**6.8 Agreement.**— (1) An agreement, in the prescribed format (As per **Annexure 19** for LT Category and **Annexure 20** for HT Category), shall be executed by the applicant on a stamp paper of a prescribed value, for getting a new connection and for change in the agreed parameters like contract demand, etc. In case of single phase domestic and non-domestic consumers, the application form (**Annexure 1**) itself shall be treated as agreement and the main ingredient of agreement shall be incorporated in the application form. In any special circumstances, special clauses may be added to the agreement, if agreed to between the Department and the consumer, provided such clauses do not contravene the provisions of the Electricity Act, 2003 (36 of 2003), the Electricity Supply Code, and other rules and regulations in force. These special clauses shall form a part of the agreement. The maps submitted, agreed upon and signed by both the consumer and the Department shall form a part of the agreement.

(2) The Electricity supplied to the consumer shall not be utilized by the consumer in any manner prejudicial to the Department and all usage must be in accordance with provisions of the agreement and the Act as applicable.

(3) The compulsory period of availing supply from the date of commencement of supply or initial period of agreement shall be one year for LT consumers and two years for HT consumers. The Department may modify the structure of the agreement formats presently in use with the approval of the Commission in order to meet any requirement that may arise as a consequence of the provisions of these Conditions, so that the format is consistent with the Act and prevailing Rules, Regulations and the provisions of these Conditions.

(4) After the expiry of the initial Agreement period specified above, the Agreement for power supply is deemed to have been

renewed from year to year thereafter, until it is terminated by either party.

(5) If there is a need to modify/amend the agreement signed between the Department and consumer, it can be done by a supplementary agreement by mutual consent.

(6) Any amendment for the purpose of change of name, shifting of premises within the same billing area, change in connected load/contracted load, change of tariff category, etc., shall be done and the same shall be incorporated in the agreement by execution of a supplementary or a fresh agreement.

(7) A register of agreements executed by all LT and HT consumers shall be maintained by the Department at its designated office as per **Annexure 12**.

**6.9 Termination of Agreement.**— (1) agreement shall remain in force even after completion of the initial period of agreement until it is terminated. Domestic and single-phase non-domestic category of consumers may terminate the agreement after giving one month's notice. Consumers other than domestic and single phase non-domestic LT category can terminate the agreement on giving three month's notice. In case of HT and EHT category six month's notice is required:

Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for any reasons whatsoever, before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff order for the balance period of the said one-year in case of LT and two years in case of HT and EHT or notice period specified in the agreement whichever is later.

The Department shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer.

The agreement shall be terminated on the last day of the billing month and the Department shall raise the final bill accordingly.

(2) If power supply to a consumer remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction issued under these Conditions, the Department shall issue a show cause notice, to be replied within seven days, to the consumer for termination of the agreement. In case no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the Department with the consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over, the provision given under **Condition 6.9 (1)** above shall apply. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as applicable. The Department shall record and keep the total outstanding amount due to the Consumer on termination of the agreement and shall have the right to recover the same under RR Act, Court of Law, if necessary.

(3) On termination of the agreement, the Department shall be entitled to remove the service line and other equipment of the Department for supply of power from the premises of the consumer. After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

**6.10 Security Deposit.**— (1) The Department may take a security deposit from the consumers for consumption equivalent to the estimated consumption for a specific period as indicated below or as otherwise provided in Terms and Conditions of Supply in force.

Nature of Consumer	No. of months	Remarks
Agricultural	Three	Annual average to be estimated/considered
Seasonal	Two	Consumption during the season of operation to be estimated/considered
Other Consumers	Two	Annual average to be estimated/considered

(2) The Consumer shall have the option to make advance payment and in such an event security amount shall be proportionately fixed. The procedure for determination of security deposit, for different categories of consumers, shall be determined by the Department and approved by the Commission. The deposit shall be accepted in the form of cash, cheque or draft in case of LT consumers and in the form of draft or banker's cheque in case of HT/EHT consumers. The Department will maintain a separate head of account of such security deposits. On termination of the agreement, the security deposit will be refunded to the consumer after adjustment of the amount, if any, remaining payable by him.

(3) The amount of the security deposit obtained from the consumer will be reviewed by the Department, annually on the basis of consumption during the last 12 months for LT consumers, and half-yearly on the basis of consumption during the previous six months for HT/EHT consumers. The consumer shall be required to pay an additional security deposit/shall be refunded based on his average consumption during the period concerned and the tariff applicable etc., if it exceeds/is lower than the amount of the security deposit held by the Department, by 20%.

(4) The consumers who were sanctioned additional load, the additional security deposit shall be calculated for the additional load treating it as a new service.

(5) On consumer's request, the Department can allow the consumer to pay additional security deposit in maximum three instalments.

(6) The Department shall serve a notice of at least one month to deposit the additional security deposit. If the consumer fails to pay the additional security deposit as per the notice, the Department is entitled to refuse or discontinue the supply of electricity so long as such failure continue. The consumer will be liable to pay delayed payment surcharge on reducing balance in case of instalment system if he delays payment of security deposit.

(7) The Department shall pay interest, at the bank rate notified by the Reserve Bank of India from time to time on such security deposits taken from the consumer. In this regard it shall be the responsibility of the Department to keep a watch on the bank rate from time to time. The interest amount of previous financial year shall be adjusted in the energy bill issued in May/June of each financial year depending on billing cycle.

(8) The security deposit along with interest thereon, if any, would be returned to the consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities by the consumer. In case of any delay beyond 60 days period, an additional interest at the rate mentioned above would be payable to the consumer as approved by the Commission.

(9) Department shall not take security deposit if the person requiring the supply is prepared to take the supply through a pre-paid meter.

**6.11 Recovery of Electricity Charges.—** (1) The Department is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the Commission.

(2) Department shall charge a consumer the tariff for the electricity supplied as approved by the Commission from time to time.

(3) The Charges shall be recovered through Billing as provided in **Chapter 8** of these Conditions.



(4) The Department shall be entitled to charge a consumer wherever applicable the following:—

(a) Charges for the supply of energy as determined by the Commission and other tax or duty as notified by the Government.

(b) Wheeling charges and/or surcharges and additional surcharges applicable if any, as determined by the Commission.

(c) Rental, if any, towards meters and other electric plant and equipment of the Department as approved by the Commission.

(d) Miscellaneous charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.

(5) Any clarification sought by a consumer on a tariff applicable to him shall be provided by the Department to his satisfaction.

## 7. Meters:

7.1 *Installation of Meters.*— (1) (a) No new connection shall be given without a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of notification of these Conditions.

(b) The Department shall not supply electricity to any person, except through installation of a correct meter in accordance with the operation and installation of meters regulations issued by the Central Electricity Authority under Electricity Act, 2003:

Provided also that if a person makes default in complying with the provisions contained in the above **Condition 7.1** the Commission may make such order as it thinks fit for requiring the default to be made good by the Department or other association or any person who is responsible for the default.

(2) All consumers shall have to accept the installation of an appropriate metering device, load-limiter, tamper proof boxes or other

apparatus when the Department approaches them to install one, and the consumer shall be required to provide appropriate and suitable site for placement of meter and related equipments to the satisfaction of the Department.

(3) In case of HT/EHT supply, if HT/EHT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantities for billing purposes shall be computed by adding three percent to the reading recorded on the LT meter towards transformation loss. This arrangement shall in no case continue for more than three months and the Department shall arrange to install a meter on the HT side of the transformer within the said period including such existing connections. The Department shall inform such cases to the Commission.

(4) If supply to an HT or EHT consumer is given on an independent feeder for his exclusive use, the metering arrangement may be installed both at the consumer's premises and at the Department's sub-station.

(5) The Department is authorized to review the status of the meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The Department may install remote metering device in the consumer premises as per the technical requirements of the specific device. The Department is also authorized to install 'check meter' at one consumer's location or for a group of consumers.

7.2 *Classification of Meters, etc.*— (1) The Meters for new connections shall be of standard make that is certified by BIS/IEC/CBIP or any other superior specification as specified in Central Electricity Authority Regulations on Installation and operation of meters, and shall be of following type(s):

(a) For all domestic and other LT loads less than 50 kW loads in Urban and Rural areas - Static single phase/three phase meters

(b) For LT (contracted load > 50 KW)/HT/ /EHT consumers:

- \* Static, 3 Phase Tri-vector meters with MDI.

- \* The meters shall have a facility for "Time of the Day Metering" with sufficient memory for accommodating data for 12 months.

- \* Three phase meters for HT/EHT segment should be capable of recording with date and time, the connection anomalies like phasewise missing potential, phasewise CT reversal, Current unbalance & voltage unbalance.

- \* The meters shall have anti-tamper features as per CEA regulations mentioned above.

- \* The meters shall have facility of remote communication for data retrieval through GSM/Microwave/SCADA/VSAT, using standard protocol. The Department shall ensure the above within a definite time frame under intimation to the Commission.

(c) The Department on the consumer requesting for supply of electricity through pre-payment meter, may install prepayment meters for single phase metering and three phase whole current supply which should display the amount left, units consumed, and the tariff applicable, with a disconnection/ tripping switch inside the meter.

(d) Meter Seal should be made from high grade engineering plastic/polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):

- \* CT Secondary Boxes (in addition to locking arrangement)
- \* PT Secondary Box (in addition to the locking arrangement)
- \* Meter Cabinet

*Note:* Seal of the consumer meter shall be removed only by the Department. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.

(a) For all the 11 KV, 22 KV & 33 KV consumers, the Department shall introduce facility for taking remote meter reading (GSM technique), to extract data from meter centrally, in order to have access on data as and when required.

(b) The accuracy class of meters for EHT/HT/LT (whole current meters)/LT (CT operated) consumers, shall be as laid down in CEA regulations.

**7.3 Supply, Installation and Ownership of Meters and Cut-outs/MCBs/CBs.—** (1) The Department shall supply the meter and metering equipments, cut-out/MCB/CB/load to consumers at the time of serving new service connection or at any other time as may be required. The Department shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission. If the Department fails to keep the meter or metering equipment in proper working condition, the consumer shall not be liable to pay the meter rent for the period the meter remains defective.

(2) At the time of seeking a new connection, the consumer shall indicate option in the application form to either purchase the meter, MCB/CB and associated equipment himself from the authorized vendor(s)/makes or manufacturers of meter approved by the Department, or such approved meter, MCB/ /CB and associated equipment has to be supplied by the Department:

Provided that it shall be the responsibility of the Department to ensure that meters of standard make only are used as specified in **Condition 7.2** above and the CEA Regulations for installation and operation of meter. The Department shall not restrict the consumer

choice to 2-3 make(s)/manufacturer(s) only, but shall offer a wide ranging choice from amongst the list of approved make(s)/manufacturers. The Department shall put the list of approved vendor(s)/make(s) or manufacturers of meter, on their website/display on the notice board/and if requested, supply the consumer with the list of approved vendor(s)/make(s) or manufacturer(s).

(3) HT and LT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof enclosure of a design approved by the Department to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the Department.

(4) In case of connections where cost of the meter is borne by the consumer, neither meter rent nor any security for the price of meter, shall be charged from the consumer.

(5) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Department shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.

(6) Meter shall be installed by the Department at the point of supply either at the consumer premises or outside the consumer premises in such a manner that it is always accessible to the Department for meter reading and other purposes.

(7) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Department shall retain a copy and the second copy shall be tagged to the

meter. Subsequently, details of any faults in the meter, repairs etc., shall be entered in this card by the Department. The seal, nameplates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer.

(8) A consumer may get a check meter installed conforming to the technical specifications as laid down in Central Electricity Authority (Installation and operation of Meters) Regulations, 2006. These check meters may be calibrated by the Department upon payment of prescribed fee. However, check meter readings shall not be used for billing purpose by the Department.

(9) Meter should be ordinarily fixed outside the building and inside the boundary wall of the premises in such a manner that it is protected from the elements like weather etc., and can be read from outside. The meter box shall normally be mounted at such a height that meter reading counter/display window is at eye level (say from 3 feet to 5 feet). In case of LT consumers meter and the cut-out/MCB or, in case of HT/EHT consumers, meter, circuit breakers and its associated equipment including cables shall be installed by the Department at the point(s) of supply.

(10) All new meters should be installed in a tamper-proof meter box. The Department shall prepare and implement a phased plan to install tamper-proof metering boxes for all the meters, which are installed without meter boxes.

(11) In case of semi-permanent houses the Department shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the consumer does not provide good quality wall for fixing the meter, the Department shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the Department. The Department shall also ensure that the earthing of the installation is proper.

**7.4 Testing of Meters.—** (1) The Department shall ensure tested meters are installed at the consumer premises. Meters purchased by the consumer shall be tested, installed and sealed by the Department.

The Department shall also conduct periodical inspection/testing of the meters as per the following schedule:

(a) LT Single-phase meters:— at least once every five years.

(b) LT 3 phase meters:— at least once every 3 years.

(c) Other LT metering systems:— at least once every 2 years.

(d) HT meters including MDI:

(i) For EHT consumers – once in six months.

(ii) For HT consumer – at least once a year.

CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006.

(2) If required, the Department may remove the existing meter for the purpose of testing. The representatives of the Department must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.

(3) *The Department may arrange for third party testing at NABL accredited test labs and recalibrated if required at manufacturer's cost, if the testing facility is not available with them for periodical testing, or in case of consumer's request when meter is defective.*

**7.5 Defective Meters.—** (1) The Department shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the Department necessary assistance in conducting of the test. The consumer shall also be present during the testing.

(2) A consumer may request the Department to test the meter, if he doubts its accuracy, or meter reading not commensurate with his consumption, stoppage of meter, damage of seal by applying to the Department along with the requisite testing fee. The Department shall test the meter within 30 days of receipt of complaint as provided in Standards of Performance of Distribution Licensee Regulations. Preliminary testing of meters can be carried out at the premises of the consumers through electronic testing equipment.

(i) In case the meter is found O.K., no further action shall be taken.

(ii) In case the meter is found fast/slow by the Department, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15 days, and bills of previous three months prior to the month in which the dispute has arisen shall be revised in the subsequent bill as per the test results. In case meter is found to be slow, the additional charges may be recovered in installments not exceeding three, if the consumer shows his inability to pay at a time.

(iii) If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Department, and, the defective meter after sealing in presence of consumer, shall be tested at Department's lab/Independent lab/Electrical Inspector, as agreed by consumer in presence of the representative of both Department and the consumer. The option once exercised by consumer shall not



be changed. The decision on the basis of reports of the test lab shall be final on the Department as well as the consumer.

(iv) In case of testing of a meter in the Department's/Independent test laboratory,

(a) Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative shall be obtained on the Test Result Sheet.

(b) In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, present shall be obtained on the Test Result Sheet.

**7.6 Meter (Including Maximum Demand Indicator) Not Recording.**— (1) The consumer is expected to intimate the Department in writing, as soon as he notices that meter has stopped/is not recording. The Department shall acknowledge the intimation given by the consumer.

(2) If during periodic or other inspection by the Department, any meter is found to be not recording, or a consumer makes a complaint in this regard, the Department shall arrange to test the meter within the time specified in the Standards of Performance of Distribution Licensee Regulations. The meter should be repaired/replaced within the time specified in the Standards of Performance of Distribution Licensee Regulations.

**7.7 Burnt Meters.**— (1) In case a meter is found burnt either on consumer's complaint or upon the inspection of the Department:

(i) Necessary preventive action at site shall be taken as early as possible to avoid future damage.

(ii) The Department shall restore the supply within 6 hours after bypassing the burnt meter, as specified in Standards of Performance of Distribution Licensee Regulations, if the wiring on consumer's premises is found o.k.

(iii) Excess loads found, shall be removed or regularized by asking consumer to pay the additional security deposit and any other charges as applicable.

(iv) A new meter shall be installed by the Department within 3 days or as specified in the Standards of Performance of Distribution Licensee Regulations.

(2) If possible, the Department shall test the burnt meter removed from the consumer premises duly following the procedure detailed in **Condition 7.5** in case of defective meters. The consumer shall be billed as per the procedure specified in **Condition 8.1 (15)** below during the period meter remains non-functional.

**7.8 Cost of Replacement of Defective/Burnt Meters.**— (1) The cost of replacement of meter shall be borne by the consumer or by the Department subject to following conditions:

(i) If, as a result of testing, it is established that the meter was burnt due to technical reasons viz. voltage fluctuation, transients etc., attributable to the Department the cost of the meter shall be borne by the Department. However, if it is established that the meter was burnt due to reasons attributable to the consumer viz., defect in consumer's installation, connection of unauthorized load by the consumer etc., the cost shall be borne by the consumer.

(ii) If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by

the consumer to interfere with the meter, the cost of the meter shall be borne by the consumer as above. The consumer shall be assessed under Section 126 of the Electricity Act 2003, and shall be punishable as per Section 138 of the Electricity Act, 2003. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.

(2) In case the meter is found burnt and there is reason to believe that an official of the Department gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

(3) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with **Condition 7.3**.

**7.9 Lost Meter.**— (1) A consumer whose meter is lost shall immediately lodge First Information Report with the appropriate police station and then shall make a complaint to the Department regarding lost meter along with the copy of the First Information Report.

(2) Power supply of a consumer whose meter is lost, if cut-off, shall be restored after installation of new meter, provided the consumer has paid price of the meter, the cost of other apparatus and any other applicable deposits & charges based on the "Schedule of Charges" as approved or as may be approved by the Commission.

(3) The Department, for the period for which the meter was not available due to loss of meter, shall bill the consumer estimated electricity charges in the ensuing energy bill after power supply is restored to the consumer.

## 8. Billing and Payment:

**8.1 Meter Reading and Billing.**— (1) In respect of domestic consumers meter should

be read only during daylight hours. The periodicity of the meter reading and billing for various categories of consumers shall be given below, unless specified otherwise in the relevant tariff Order of the Commission. The Department may, however, improve upon the schedule if it finds necessary or useful.

Category	Meter Reading & Billing
Domestic - Rural & BPL/LIG	Once in two months
Domestic - Urban	Monthly
Non-Domestic-<5 kW-Rural	Once in two months
Non-Domestic – Others Urban & Rural	Monthly
LT Industrial	Monthly
Agriculture - Rural	Once in two months
Agriculture - Urban	Once in two months
Street Lights, Water works, X-Ray plants, Electric Crematorium	Monthly
HT, EHT Consumers	Monthly (as far as practicable on the same day of the month)

(2) The Department shall notify for each category of consumer, in the following:—

(i) Date on which bill will be issued every month to the consumer,

(ii) Date by which bill will be delivered to the consumer, and

(iii) Due date for payment of bills.

These will normally be the due dates with variations not exceeding 2-3 working days, for all billing cycles for that consumer during that financial year.

(3) Meter shall be read by an authorized representative of the Department once every billing cycle. Department will provide proper photo identity cards which shall be displayed on his dress so that it is visible. The meter reader shall record the meter reading with date in the meter card to be kept at consumer's premises.

(4) The Department may use hand held computer devices with GSM connectivity, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the Department's official taking the meter reading.

(5) In case, during spot billing procedure, the Department's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone. The consumer may thereafter take the delivery of the bill on any convenient date. However this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.

(6) The Department would assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include pole number, transformer number, 11kV feeder number, distribution centre number and division number.

(7) It shall be open to the Department to adopt a scheme for pre-payment of electricity charges till meters are provided as required under the Act for such consumers who are getting unmetered supply and the details of such pre-payment scheme shall be got approved from the Commission.

(8) Bills shall be prepared for each category of consumers in accordance with prevailing tariff order.

(9) When supply to a new consumer is commenced in the middle of a month the Demand Charges, Minimum charges and/or any other similar fixed charges shall be levied on pro-rata basis for the number of days for which supply is given. The units to be charged

under various blocks or slabs shall also be accordingly prorated. For the purpose of this, the month shall be computed as 30 days.

(10) Separate bills shall be issued for dues which may arise because of audit paras or settlement of various disputes except demand for additional security deposit. Such bills should be accompanied with written details of basis of billing, period of billing etc.

(11) The Department shall endeavour to take monthly Meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed.

(12) If for any reason, meter is not accessible for reading, the Department will issue a provisional bill on the basis of average consumption of the previous three billing cycles and also send a notice to the consumer to keep the meter accessible at the time of reading and date given in the notice.

(13) The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue for more than two consecutive billing cycles at a stretch. If the meter remains inaccessible even during the next cycle, the consumer will be served with a notice, if available, or, affixed near any entrance of the premises, to either get the meter read by the Department within 7 days for reading of the meter at a fixed time and date failing which the supply will be disconnected after serving a 24-hour notice under Section 163 (3) of the Electricity Act, 2003. The provision shall not apply in case of a domestic consumer who has given advance intimation to ED - Goa of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount that covers the minimum/fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.

(14) It shall be the responsibility of the meter reader to note down the details of every stopped/defective meter, conditions of meter/seal and condition of LCD/LED of electronic meter and in case of any abnormality shall file a report to the concerned officer who shall be responsible to take immediate steps to replace or repair the stopped/defective meter or action taken, if required, in accordance with provisions of the Act.

(15) In order to recover the energy charges for the duration when the meter remains non-functional, average monthly consumption of previous three meter reading cycles subject to minimum monthly charges or as otherwise provided in the tariff order of the Commission in force shall be the basis of billing. In case a check meter is available, the readings of the check meter may also be used for assessment of consumption. In case of HT consumers if during the period when the main meter is defective, the check meter is not installed or is also found defective, the quantity of electricity supplied shall be determined as stated above.

(16) The meter reader shall furnish a list of connections where the meter reading could not be recorded or the meter has not recorded any consumption of electricity, to the officer in charge of the Distribution Centre who shall prepare a list of such consumers where meter reading could not be taken and list of the defective meters to be replaced and report the same to the concerned designated officers of the Department for taking action as specified in the Standards of Performance of Distribution Licensee Regulations.

(17) The officers shall carry out the sample checking of meter readings as per the schedule drawn out by the Department. It should be the endeavour of the Department that meter readings in case of at least 20% of LT meters are checked in a year by officers of the department.

(18) The Department may send bills to consumers by hand or by post. In case of

hand delivery of bills, proof of service of bill shall be maintained at the concerned office. On a written request from a consumer, ED – Goa can send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.

(19) The Department would ensure distribution of bills to the consumers not less than 14 days before the due date for payment. The bill shall invariably contain the following minimum details.

(a) *Low Tension Connection Bill*

- I. Name and address of the consumer.
- II. Service connection number.
- III. Name, address and telephone number of the distribution center.
- IV. Date of issue of bill.
- V. Period of bill.
- VI. Tariff category.
- VII. Contracted load.
- VIII. Single phase or three phase connection.
- IX. Meter number and make.
- X. Previous meter reading.
- XI. Present meter reading.
- XII. Units consumed.
- XIII. Current month's charges - Energy Charges, Fixed Charge, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, Meter Rent, Capacitor Surcharge, Rebate allowed, others, if any.
- XIV. Arrear electricity charges.
- XV. Delayed payment surcharge.
- XVI. Due date of payment.
- XVII. Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill).

(b) *High Tension Connection Bill*

- I. Name and address of the consumer.
- II. Service connection number.
- III. Name, address and telephone number of the distribution center.
- IV. Date of issue of bill.
- V. Period of bill.
- VI. Tariff category.
- VII. Meter number and make.



- VIII. Multiplying factor.
- IX. Contracted maximum demand.
- X. Previous month readings.
- XI. Present month readings.
- XII. Power factor.
- XIII. Units consumed.
- XIV. Current month's charges - Energy Charges, Demand Charges, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, Meter Rent, Power factor Surcharge, Rebate allowed, others, if any.
- XV. Arrear electricity charges.
- XVI. Delay payment charges.
- XVII. Due date of payment.
- XVIII. Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill).

(20) The following details would also need to be provided to the consumer as an attachment to the bills or printed on the reverse of the bill:—

(I) Name/address and telephone No. of collection centers.

(II) Working hours for collection of bills.

(III) Designation, address and telephone No. of the authority with whom complaints pertaining to bills, meter, meter reading etc., can be lodged.

(IV) Address and telephone No. of Consumer Grievance Redressal Forum.

(V) Names of the concerned fuse call centre.

(VI) Any other messages that the Department may like to give.

(21) In case the Department is unable to supply power for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hours) or more in a calendar month to a consumer who is not otherwise disconnected, it shall charge the consumer in the following manner:

(i) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.

(ii) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer.

22. The Department shall make arrangements to provide guidance and information to any consumer on telephone and for this purpose will set-up call center(s). All urban areas may be brought under this facility in the first phase and rural areas thereafter. The details of payment status, arrear status, authorized load, contract demand etc., may be provided to the consumer if he discloses his connection number and address.

*8.2 Special Reading of Meters in cases of Change of Occupancy/Vacation of Premises for Domestic Consumers.—* (1) It shall be the responsibility of the owner/consumer to get his connection disconnected and gets a special reading done by the Department at the time of change of occupancy or on the premises falling vacant.

(2) The owner/user of the connection shall make a request in writing to the Department for disconnection and special reading of meter at least 15 days in advance of the proposed date of vacation of the premises or change of the occupancy, as the case may be. The Department may however, accept a notice of shorter period. The Department shall dispose of the same as specified in Standards of Performance of Distribution Licensee Regulations from the date of receipt of such application.

(3) The Department shall get the special reading of meter done and deliver the final bill, including all arrears till the date of billing, at least 7 days before the vacation of the premises. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.

(4) Once the final bill is raised, the Department would not have any right to recover any charge, other than those in the final bill, for any period prior to the date of such bill. It will be the responsibility of the consumer/owner to make the payment and on receipt of payment the Department shall issue no dues certificate.

**8.3 Payment of Bills.—** (1) Consumers shall make payment for the energy used by them every month or billing cycle, as per **Condition 8.1** above.

(2) The payment of bill shall normally be made at the specified local collection centre of the Department on any working day during prescribed hours, or through any other facility like e-seva, banks, post offices, internet etc., as may be provided by the Department. The Department shall ensure adequate publicity of the addresses/locations and working hours of the collection centres including those of banks where consumers can make payments.

(3) A consumer must present his energy bill at the time of payment, without which the payment shall not be accepted.

(4) The consumer, unless otherwise permitted by the Department, should normally pay the entire amount of the energy bill, including past arrears and interest included in the said energy bill, in one lumpsum. Any part payment of the energy bill shall attract provisions as for non-payment, in respect of levy of interest and disconnection, for the balance payment. In case where the consumer having arrears and having been served with a notice as given in **Annexure 13** as required under Section 56 of the Act, may pay the arrears portion within the period of the notice and the amount of the current energy bill can be paid on the due date of the energy bill.

(5) Provided further that the non-receipt of bill or loss of bill does not excuse the consumer from discharging his obligation to make payment within due date.

(6) The Department shall issue a receipt to the consumer for the payment of electricity bills made by way of cash or DD/Banker's Cheque.

(7) Any consumer, whosoever desires to pay the energy bill by cheque drawn on the local bank, shall tender the cheque or shall send the same by post/courier, sufficiently in advance, so as to reach the concerned cash collection center at least clear two (2) working days in advance before the due date of payment. Presentation of the cheque is treated as the receipt of the payment.

(8) If the cheque presented by the consumer is either not realized by his Banker or returned for any reason, the Department shall treat the consumer as defaulter and shall claim interest, delayed payment charges as well as penalty, as approved by the Commission and in addition to bank service charges and administrative charges as per the Schedule of Charges approved by the Commission, from the said consumer.

(9) In case a cheque given by the consumer is not honoured and payment is not made, action may be initiated by the Department for disconnection, treating it as a case of non-payment as detailed in **Condition 9.1**. The Department may not accept payment through cheques from such consumer for a period of one year from the billing month for which the cheque given by the consumer has bounced. For that particular one year, the consumer may be required to pay his bill in cash/by DD only. This shall be without prejudice to other rights of the Department to proceed against the consumer for dishonour of the cheque.

**8.4 Delayed Payment Surcharge.—** (1) A consumer who neglects to pay his bill within due date mentioned on the bill is liable for levy of Delayed Payment Surcharge and interest on arrears in accordance with relevant orders of Commission.

**8.5 Advance Payment Towards Energy Bill.—** (1) If so desired by the consumer, the Department shall permit the consumer the

facility to make advance payment for the charges of electricity supplied.

(2) On payment of the advance amount, the Department shall issue a receipt to the consumer for the amount held as advance.

(3) The Department shall allow rebate on the amount deposited by a consumer at a rate equivalent to the bank rate of the Reserve Bank of India.

(4) Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left.

**8.6 Settlement of Arrears – Payment by Instalments.**— (1) The Department may, at its discretion while upholding commercial principles, allow the consumer to pay the arrears of energy bill in equated monthly instalments; which shall be payable by the consumer along with the subsequent energy bill on or before the due date of the respective energy bill or on such other date as may be approved by the Department.

(2) The provision of facility to pay the arrears of past energy bills in monthly instalments shall not affect the liability of consumer to pay the interest and additional charges for delayed payment as per the relevant orders of the Commission from time to time or as per the discretion of Department, until the arrears are fully paid by the consumer.

**8.7 Disputed Bills.**— (1) In the event of any dispute in the billed amount, the consumer may lodge a complaint before the designated officer of the Department as mentioned in the energy bill. The supply of electricity shall not be cut off if such person deposits, under protest—

(a) an amount equal to the sum claimed from him, or

(b) the electricity charges due from him for each month calculated on the basis of

average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the Department.

(2) Complaint shall be lodged with the designated officer on plain paper along with the following details:—

(a) Name and address of the consumer along with telephone number, if any.

(b) Service connection number.

(c) Category of connection.

(d) Complaint in brief.

(3) The designated officer shall resolve the dispute within a maximum period of seven days from the date of receipt of written complaint and shall send a report to the officer in charge of the Division/Circle giving reasons for the discrepancy if any.

(4) If on investigation, the Department finds the bill to be erroneous, a revised corrected bill shall be furnished to the consumer indicating the revised due date not less than seven days of the date of delivery of revised bill. Excess amount paid by the consumer, if any, shall be adjusted in the subsequent bill(s).

(5) In case it is established that the meter reading recorded was incorrect, responsibility may be fixed and the Department may take suitable action against the responsible individual.

(6) In the event that investigations establish that the original bill was correct, the consumer shall be intimated accordingly and notified to pay the balance, if any, with surcharge as applicable within 7 days.

(7) In case the consumer is not satisfied with the decision on the dispute, he may take further action as provided in the JERC (Establishment of Forum for Redressal of Grievances of Consumers) Regulations, 2009.

## 9. Disconnection Due to Non-Payment of Bill and Restoration of Service:

9.1 *Disconnection due to non-payment of bill amount.*— Where a person neglects to pay any charge for electricity or any other sum due from him to a Department, by the due date mentioned in the bill, the Department may, after giving not less than fifteen (15) clear days notice as per **Annexure 13** in writing to such person, without prejudice to his rights to recover such charge or other sum due by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid.

9.2 *Disconnection on other reasons.*— The Department may also disconnect power supply to a consumer on any of the following grounds after serving proper notice as per **Annexure 14**.

(1) At the request of consumer.

(2) Mandated the Department to do so by a person with legal authority to issue such notice.

(3) Entitled the Department to do so under an agreement with the consumer.

(4) The Department reasonably believes that the consumer has contravened any of the provisions of this code, which entitle the Department to disconnect the supply.

(5) If the Department reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as excessive leakage current as provided under 49 of the I.E. Rules, 1956.

(6) If the Department reasonably believes that the consumer's installation does not satisfy the applicable rules or any other reasonable requirements prescribed by the Department.

(7) If the security deposit provided by the consumer has become insufficient or the consumer has to provide additional security deposit, which the consumer has failed to deposit within time limit prescribed.

(8) If default in payment or detection of theft of electricity under **Condition 10.3 (E) (i)** and **Condition 10.5 (B) (vii)** respectively supply will be disconnected immediately without giving notice.

(9) For not providing access to the Department or its authorized representative under **Condition 4.12 (5)**.

(10) Where any consumer having more than one connection defaults in payment of dues relating to one of the connections.

9.3 *Restoration of Power Supply.*— (1) A connection, which is disconnected permanently, shall not be reconnected and the consumer shall have to apply for a new connection.

(2) In case of temporary disconnection, supply shall be restored after the cause of disconnection has been removed.

(3) If the disconnection was on account of non-payment of bill, and in case the consumer requests for reconnection within a period of six months after disconnection, the connection shall be reconnected within 5 days as specified in the Standards of Performance of Distribution Licensee Regulations on an application by the consumer accompanied with a copy of the receipt for payment of dues and reconnection charges.

(4) If payment is made by Cheque (other than Banker's Cheque) supply may be reconnected after realization of the cheque.

(5) In other cases, the applicant shall apply for reconnection after removal of the causes along with:—

(a) Receipt of payment of disconnection/ /reconnection fee.



(b) Test report by a Licensed Electrical Contractor as per **Error! Reference source not found.**

(c) Documentary evidence of removal of cause for disconnection under **Condition 9.2** above.

The Department shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed, the supply shall be reconnected as specified in Standards of Performance of Distribution Licensee Regulations.

#### 10. Unauthorized use of Electricity and theft of Electricity:

10.1 *Unauthorized use of Electricity.*— (1) The following acts on the part of consumer are to be considered as unauthorized use of electricity for the purpose of assessment under the provisions of Section 126 of the Act:—

(i) Use of electricity by any artificial means; or

(ii) Unauthorized use of electricity by means without the permission of the concerned person or authority or Department; or

(iii) Use of electricity through a tampered meter; or

(iv) Use of electricity for the purpose other than for which the supply of electricity was given; or

(v) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized;

(vi) Use of Electricity in the premises where supply is disconnected by the Department.

(2) The following acts on the part of the consumer shall also be considered as

unauthorized use of electricity and shall also be dealt with for assessment under the provisions of Section 126 of the Act;

(i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;

(ii) Extension of power supply beyond the permitted area of use as in the agreement;

(iii) Shifting of location of meter or unauthorized alterations in the installation;

(iv) Disconnection of neutral; or

(v) Tampering with meter or equipments associated with metering provided by the Department and not reported to the Department.

10.2 *Authorized/Assessing Officer of Department.*— Following officers for various areas/divisions/districts are authorized to conduct inspections as prescribed under sub-section (2) (a) of Section 126 of the Act;

Sr. No.	Category of Consumer	Designated Authorised/ /Assessing Officer
1.	Low Tension Consumers	As notified by Department from time to time.
2.	High Tension Consumers	As notified by Department from time to time.

10.3 *Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity.*—

A. *Inspection.*— (i) Assessing Officer as appointed by the appropriate Government under Section 126 of the Act on receipt of reliable information of unauthorized use of electricity, promptly conduct inspection and search of place or premises where unauthorized use occurred with due diligence.

(ii) The Assessing Officer, if required to do so, shall produce his photo identity card to the consumer/person in occupation or possession or in charge of the place or premises before

entering the premises. Persons accompanying the Assessing Officer shall also carry their photo identity cards.

(iii) The access to premises shall be in accordance to **Condition 4.12** of these Conditions and the occupant of the place or premises of inspection or any person on his behalf shall remain present during the inspection.

(iv) An inspection report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals, etc. The report shall mention specific irregularity noticed which has lead to indulgence of unauthorized use of electricity in the format given in **Error! Reference source not found.**

(v) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that Unauthorized Use of Electricity was found. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing Officer and a copy of the report shall be served on the person in occupation or possession or in charge of the place or premises as per **Condition 11.4** below.

(vi) Within 3 working days of the date of inspection, the Assessing Officer shall analyze the case after carefully considering all the evidence including the consumption pattern wherever available. If it is concluded that no unauthorized use of electricity has taken place, no further action shall be taken.

(B) *Provisional Assessment and Notice to the Consumer:*— (i) If the Assessing Officer comes to the conclusion that unauthorized use of Electricity has been taken place in the premises, he will serve a provisional assessment order upon the consumer/person in occupation or in-charge of the premises under proper receipt, giving 7 days time for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing.

The assessment shall be done as per guidelines provided at **Annexure 18** is appended to these Conditions of Supply.

(ii) Any person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the Department within seven days of service of such provisional assessment order served upon him. Such payment made shall be subject to the final order to be passed by the assessing officer.

*C. Hearing & Final Assessment.*— (i) On the date of hearing, the Assessing Officer shall hear the consumer/person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such person and pass, within 7 working days, a speaking order as to whether the case of Unauthorised Use of Electricity is established or not. The order shall contain the brief of inspection report, submissions made by such person in his written reply and also during hearing.

(ii) A copy of the order shall be served to such person under proper acknowledgment and in accordance with **Condition 11.4** below.

(iii) If the assessing officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.

(iv) The assessment under (iii) above shall be made at a rate equal to twice the tariff applicable for the relevant category of service.

*D. Appeal to Appellate Authority Against the Final Assessment.*— (i) Any person aggrieved by a final order made under

**Condition 10.3 (C)** above, may, within thirty (30) days of the said order, prefer an appeal to the Appellate Authority as prescribed under the provisions of the sub-section (1) of Section 127 of the Act and Rule 3 of Appeal to the Appellate Authority Rules, 2004 as amended.

(ii) No appeal against the order of assessment under (i) above shall be entertained unless the Consumer/person deposits one half of the amount assessed by the Assessing Officer in cash or by way of bank draft with the Department and encloses documentary proof of such deposit.

(iii) The Department shall not take any action for recovery of assessed amount within the period of thirty (30) days, mentioned in **Condition D (i)** above, where the assessed consumer/person intimates the Assessing Officer, of his intention of filing an appeal to the Appellate authority.

(iv) The Appellate Authority shall dispose of the appeal after hearing the parties and pass appropriate order and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final. No appeal shall lie to the Appellate Authority against the final order made with the consent of the parties.

**E. Default in Payment of Assessed Amount or Installments thereof.**— (i) In case of default in payment of the assessed amount or any installment granted or agreed by the competent authority, the Department shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/transformer, removing meter, electric line, electric plant and other apparatus, as the case may require. The reconnection shall be carried out as per the provisions of reconnection laid down in **Condition 9.3** of these Conditions.

(ii) When a consumer/person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the

rate of 16% (sixteen percent) per annum with effect from the date of expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.

**10.4 Theft of Electricity.**— Provisions under Section 135 of the Act shall attract, whenever a person dishonestly:—

(a) taps, makes or causes to be made any connection with overhead, underground or underwater lines or cables, or service wires, or service facilities of Department: or,

(b) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or

(c) damages or destroys an electric meter, apparatus equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity; or

(d) uses electricity through a tampered meter; or

(e) uses electricity for the purpose other than for which usage of electricity was authorized.

so as to abstract or consume or use electricity shall be punishable with imprisonment for a term which may extend to three years or with fine or with both:

Provided that in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use—

(i) does not exceed 10 kilo watt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft electricity and in the

event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such of electricity;

(ii) exceeds 10 kilo watt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months, but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity:

Provided further that in the event of second and subsequent conviction of a person where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilo watt, such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station:

Provided also that if it is proved that any artificial means or means not authorized by the Department exist for the abstraction, consumption or use of electricity by the consumer, it shall be presumed until the contrary is proved, that any abstraction, consumption or use of electricity has been dishonestly caused by such consumer.

Without prejudice to the provision of this Act, Department may upon detection of such theft of electricity, immediately disconnect the supply of electricity:

Provided that only such officer of the Department, as authorized for the purpose by the commission or any other officer of the Department, of the rank higher than the rank so authorized shall disconnect the supply line of electricity:

Provided further that such officer of the Department, shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection:

Provided also that the Department, on deposit or payment of the assessed amount or electricity charges in accordance with the provisions of the Act, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to this clause, restore the supply line of electricity within forty eight hours of such deposit or payment.

*10.5 Procedure to be adopted by Department for Inspection, Provisional Assessment, Hearing and Final assessment in case of theft of electricity.—*

*A. Authorized/Assessing officer of Department:*

Following officers for various areas/ /divisions/districts are authorized to inspect any place or premises where there is a reason to believe that the consumer/person occupying the said place or premises is indulging in "Theft of Electricity" as prescribed under sub-section (2) (a) & (b) of Section 135 of the Act;

Sr. No.	Category of Consumer	Designated Authorised/ /Assessing Officer
1.	Low Tension Consumers	As notified by Department from time to time.
2.	High Tension Consumers	As notified by Department from time to time.

*B. Inspection.—* (i) The officer as authorized by the appropriate Government *suo-motu* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection and search such premises.

(ii) The Authorized Officer shall, if required, produce photo ID card to the consumer/person in occupation or possession



or in charge of the premises or place. Photo ID card shall be carried by all those persons who accompany the Authorized Officer.

(iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, to searches and seizure under these Conditions. A list of all items seized in course of search shall be prepared and signed by all consumers/persons present during the search and seizure. The occupant of the place or premises or any person on his behalf shall remain present during the inspection.

(iv) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format given in **Annexure 16**. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the Department caused or allowed to be caused by the consumer/person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized Officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.

(v) The report shall clearly indicate whether a *prima-facie* case for theft of electricity has been established. The report shall be signed by the Authorized Officer and a copy of report served to the occupant of the premises or his/her representative at site immediately as per **Condition 11.4** below.

(vi) The authorized officer upon detection of such theft of electricity disconnects the supply of electricity immediately.

(vii) As per the provisions of the Act, the Authorized Officer shall lodge a complaint in writing relating to committing of offence in

police station having jurisdiction within twenty-four hours from the time of detection of theft of energy and disconnection of supply of electricity to the premises.

**C. Provisional Assessment and Notice to the Consumer.**— (i) After the Authorized Officer comes to the conclusion that theft of Electricity has taken place in the premises (as defined under Section 135 of the Act), he shall serve a provisional assessment order upon the person in occupation or in-charge of the premises, giving 7 days time under proper receipt, for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment shall be done as per guidelines provided in **Annexure 18** and a notice shall be issued in the format at **Annexure 17** appended to these Conditions.

(ii) Any consumer/person served with the order of provisional assessment shall accept such assessment and deposit the assessed amount with the Department within seven days of service of such provisional assessment order upon him.

**D. Hearing & Final Assessment.**— (i) On the date of hearing, the Assessing Officer shall hear to the consumer/person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such consumer/person and pass, within 7 working days, a speaking order. The order shall contain the brief of inspection report as per **Annexure 18**, submissions made by such consumer/ person in his written reply, and during hearing.

(ii) A copy of the order shall be served to such consumer/person under proper receipt, and in case of refusal to accept the order or in absence of such person, shall be served on him under Registered Post/Speed Post/Courier post. The consumer/person in occupation or possession or in charge of the place or premises shall be required to make the payment within 15 days of receipt of final assessment order.

(iii) If the Assessing Officer reaches to the conclusion that the theft of electricity has taken place, the assessment shall be made for the entire period during which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.

(iv) The assessment under (iii) above shall be made at a rate equal to three times the tariff applicable for the relevant category of service.

(v) The Department on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the **Condition 10.5. (B)**, restore the supply of electricity as per the provision of reconnection laid down in **Condition 9.3** above.

**10.6 Tampering or damage to electrical plant lines or meter.**— If the electrical plant, lines or meter or any other equipment of the Department placed in the consumer premises is found tampered or damaged, the Department shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or equipment, without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-payment of the cost for replacement/rectification, and action for theft or unauthorized use, as the case may be.

**10.7 Voluntary Declaration of Tampered Meters.**— In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:—

(a) The tampered meter shall be replaced with a new meter by the Department/ consumer, as the case may be, immediately and the Department shall raise the assessment bill at normal tariff for the period of last 3 months for domestic and agriculture, and 6 months for all other

consumers reckoned from date of declaration.

(b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.

(c) No case shall be lodged in the case of a consumer who voluntarily declares the tampered meter and pays the requisite charges in time.

(d) In case of default in payment, the procedure for booking the case of consumer shall be followed.

**10.8 Assessment Bill.**— While making the assessment bill, the Department shall give credit to the consumer for the payments for energy consumption already made by the consumer for the period of the assessment. The assessed bill shall be prepared after excluding the payment for energy consumption already made by the consumer. The bill shall clearly indicate the timing, days and place where it is to be deposited.

**10.9 Offences and penalties in respect of supply of electricity.**— Offences and penalties in respect of supply of electricity has been dealt in detail under Section 135 to 152 of the Electricity Act, 2003 as amended from time to time, which shall be binding on both the Department and the consumer or the person concerned.

## 11. Miscellaneous:

**11.1 Resale of Energy.**— No consumer shall be permitted to resale energy purchased from the Department in bulk to any third party, unless such consumer holds an appropriate license/franchisee granted by the Commission under the provisions of the Act except Single Point Connections such as Multi-Consumer Complex including Commercial Complexes, and Group Users as provided in **Condition 3.6**.

**11.2 Force Majeure and Restrictions on Supply of Power.**— The Department may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the consumer shall not be liable

for any claim or compensation on account of loss or damage arising out of failure of supply in such conditions;

(i) When such failure is due to cyclone, floods, storms or other occurrences beyond the Department control directly or indirectly and due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the Department.

(ii) In the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.

(iii) In case of a major breakdown in the supply system of the Department such as Grid Failure that warrants curtailment of load.

**11.3 Other Codes and Regulations.**— Consumer shall ensure that new buildings, structures, additions, modifications and any other construction projects that the minimum clearances, required from existing supply lines of the Department are maintained. These minimum clearances are specified in the Indian Electricity Rules, 1956.

**11.4 Service of Notice.**— (1) Service of any notice on the consumer may be effected either by delivering the notice to the consumer in person under proper receipt by an official of the Department or by dispatching the notice by registered post or courier post or by publication in two largely circulated daily newspapers commonly read in the concerned locality. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or corporation, on the Managing Director, Director or Principal Officer or an authorized person of such a concern, shall be taken as sufficient service for the purposes of these conditions of supply. E-mail facility shall

also be additionally used without prejudice to the above, wherever possible by the Department.

(2) If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer, in the presence of two witnesses or by publication in two largely circulated daily newspapers commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

**11.5 Power to amend.**— The Department may, at any time, vary, alter, modify or amend any provisions of these Conditions in line with JERC Electricity Supply Code Regulations, 2010 or thereof.

**11.6 Power to Remove Difficulties.**— If any difficulty arises in giving effect to any of the provisions of these Conditions or there is a dispute regarding interpretation of any provision, the matter may be referred to the Commission, who after consulting the parties effected where considered necessary, may pass necessary orders to remove such difficulties or disputes of interpretation.

#### **Annexure 1: Requisition for Supply of Energy**

(As per the Provisions of **Condition 3**)

To

The Executive Engineer  
(Electrical)/Assistant Engineer  
(Electrical)/Officer-in-charge/  
/Sub-Section,  
Electricity Department,  
Government of Goa,  
Division/Sub-Division .....  
Goa

Sir,

I/We hereby submit application for:- Single Phase/  
/Three Phase-L.T/H.T Supply:

<input type="checkbox"/> New Connection (Permanent)	<input type="checkbox"/> Additional Load	<input type="checkbox"/> Reduction of Load
<input type="checkbox"/> Change in Contract Demand	<input type="checkbox"/> Change of Name	
<input type="checkbox"/> New Connection (Temporary)	From .....	To .....
Energy Meter	<input type="checkbox"/> Department	<input type="checkbox"/> Own
Meter box including MCB	<input type="checkbox"/> Department	<input type="checkbox"/> Own

and request to supply energy to the premises owned/occupied by me/us and situated within the area of Goa Electricity Department.

I/We further request you to supply me/us with the necessary meter. I/We agree to give you such security that may be required as per rules, whenever called upon to do so. I/We shall abide by the rules & regulations prescribed by JERC & Electricity Act, 2003 and amendments therein from time to time.

The details are as stated herebelow:—

Applicant's Name/Address (Block letters) :.....  
 .....  
 .....

Applicant's Telephone No. .... Mobile No. ....  
 Email address: .....

Status of the applicant with respect to the premises  
 [i.e. Owner/Occupier/Authorised Person/Director]:.....

Description of the premises/firm: .....

No./Name.....

Street..... Town/Village..... Taluka..... District.....  
 Name & Present Address of the Owner [if the premise belongs to another person]:  
 .....

The purpose of electricity [Domestic/Commercial/Agriculture/Industrial/Public Water Works/Ice Plant/IT/  
 /Street Light/Others (Pl. specify)]: For ..... use.

1. The following are my/our requirement of connected load:

Type of Load	No. of points	Load in Watts/HP/kW	Total Wattage/HP/kW
Light			
Fans			
Air-conditioner			
Heating appliances			
Plug point 5 amps			
Plug point 15 amps			
Industrial power/motor/apparatus			
Others			
Total			



2. Total connected load applied for: Watts/kilo Watts/HP .....
3. Level of supply voltage (low voltage/11kV/33kV/110kV/.....kV.....
4. The system of wiring will be:.....
5. The wiring work will be carried out by:

Wiring Contractor's Licence No.....  
 Name.....  
 Address:.....

Yours faithfully,

(Applicant's dated signature)  
 Name of Applicant.....

Date: The..... day of ..... 20 .....

Notes: (1) Attested copies of relevant document/NOC/clearances attached. (Please bring originals for verification)

- a. Proof of Ownership of Premises or Proof of occupancy [Registered deed (for lease/rental/transfer etc.)];
- b. Copy of Land Revenue receipt giving the Revenue Plot No. (In case of agriculture/irrigation pump set);
- c. Permission of landlord along with proof of ownership (In case of Tenancy);
- d. Copy of last bill paid (For load extension/reduction/Change of Contract Demand);
- e. Partnership deed, authorization in the name of the applicant for signing the requisition form and agreement (In case of Partnership Firm);
- f. Memorandum and Articles of Association and certificate of incorporation together with an authorization in the name of the applicant for signing the requisition form and agreement along with permanent address (In case of a Public or Private Limited Company).

2. The applicant is requested to fill in the blanks, strike out the clauses which are not applicable & attach relevant documents.

3. The Electricity Department shall not be bound to comply with any such requisition under Section '43' of the Electricity Act, 2003 unless & until the applicant abides by the terms stated herebelow:

(a) Within 15 (fifteen) days after serving of power availability notice in writing by the Electricity Department, the Applicant shall tender duly executed and binding Agreement in prescribed by the Department to take supply of electricity for 1 (one)/2 (two) year (s) in case of LT/HT consumers.

(b) If required by the Electricity Department so to do, pays to the Electricity Department the service connection charges as may be determined by the Commission for the purpose of the supply upon the property in respect of which the requisition is made.

4. In lieu of the contract referred to in Note 2(a) above, the Department is prepared to accept a declaration in the following from subject to deposit of any required security by the applicable:—

#### Declaration

I/We hereby declare that I/We desire to have and agree with the Electricity Department to take supply of energy for the purposes mentioned in the requisition for a period of not less than one year for LT consumer and not less than two years for HT/EHT consumer from the date of commencement of the supply as determined by the Electricity Department and to be bound to the provisions of the Electricity Act, 2003 and to pay the Electricity Department's charges, appropriate tariffs applicable to me/us and Conditions of Supply as are applicable from time to time and in force.

Affix here  
 One rupee fifty  
 paise self adhesive  
 stamp

Applicant's Signature

**Annexure 2: Acknowledgment of Application**(As per the Provisions of **Condition 3.6**)

To,  
 Shri/Smt./M/s. \_\_\_\_\_,  
 \_\_\_\_\_,  
 \_\_\_\_\_,

*Subject:* Acknowledgment of Application.

Dear Sir/Madam,

We have received your application for requisition for supply of energy as per following details.

Application No.: \_\_\_\_\_ Date of Receipt: \_\_\_\_\_

Purpose of supply: \_\_\_\_\_

Thanking you,

Yours faithfully,

Date:

OFFICER-IN-CHARGE

\_\_\_\_\_

**Annexure 3: Notice for Shortcomings in Application**(As per Provisions of **Condition 3.5 and 3.6**)

To,  
 Shri/Smt./M/s. \_\_\_\_\_,  
 \_\_\_\_\_,  
 \_\_\_\_\_,

*Subject:* Shortcomings in the Application.

Dear Sir/Madam,

This has reference to your Application No. dated \_\_\_\_\_ for \_\_\_\_\_.  
 After detailed scrutiny, the Department found following shortcomings:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Thanking you,

Yours faithfully,

Date:

OFFICER-IN-CHARGE

**Annexure 4: Charges for New Connection**(As per Provisions of **Condition 3.6**)

To,  
Shri/Smt./M/s. \_\_\_\_\_,  
\_\_\_\_\_

*Subject:* Charges for New Connection.

Dear Sir/Madam,

This has reference to your Application No. dated \_\_\_\_\_ for \_\_\_\_\_.

Following are the estimated charges for releasing new connection:

Sr. No.	Particulars	Amount (Rs.)
1.	Security deposit	
2.	Service connection charges	
3.	Charges for laying the Service Line &/Distribution Mains (including labour, supervision, material, taxes as applicable) *	
	Detailed estimate is attached herewith	
4.	.....	
5.	.....	
Total		

\* As per clause **3.4** (1), in case the consumer decides to execute the work on his own as per the estimates and layout approved by the Department through an appropriate class of licensed electrical contractor, the consumer shall be required to pay the supervision charges as applicable. The Department may ask for documentary evidence to verify the quality of materials used.

Thanking you,

Yours faithfully,

Date:

OFFICER-IN-CHARGE

**Annexure 5 : Wiring Contractor's Completion and Test Report**(As per Provisions of **Condition 3.6**)

Application No..... Tariff applicable..... Place.....  
Load sanctioned..... Deposit amount..... Date.....  
No. of outlets..... Receipt No.....

To,  
The Electricity Department,  
Government of Goa.

I/We wish to inform you that the installation at.....occupied by .....  
has been completed by me/us in all respects and is now ready for test.

I/We enclose herewith two duplicate detailed wiring diagrams for this installation along with description of the wiring.

The details of the installation and test obtained are as follows:

Nature of Demand	No. of points	Wattage of points	Total wattage	Insulation resistance		Remarks No. of distribution boards, starters, iron clad switches, etc.
				To earth	Between poles	

**LIGHTING**

Lights

(a) Drops

(b) Brackets

(c) Watertights

(d) Other

Nature of Demand	No. of points	Wattage of points	Total wattage	Insulation resistance		Remarks No. of distribution boards, starters, iron clad switches, etc.
				To earth	Between poles	

Fittings

Fans

Wall plugs

**DOMESTIC APPLIANCES**

Cookers

Refrigerators

Water Heaters/

/Geysers

Air-Conditioners

Other purposes

Wall Plugs

<b>MOTORS</b>	Number	BHP each	Total BHP
Industrial			
Pumps			
Other purposes			

Total Load

**CAPACITORS**

Make

Rating KVA

**MCB**

Make

Amps

**METER BOX**

Make

Size



1. Size of wire of installation open/casing and capping/conduit wiring etc., adopted should be given under description.

2. The wiring diagram & description of wiring should be signed by the wiring contractor.

The installation was tested by me on ...../...../20.....

Customer's Signature:	Supervisor's Signature:	Wiring Contractor's Signature:
Address:	Certificate No.: Address:	License No.: Address:

### Annexure 6: Notice for Joint Inspection of Premises

(As per Provisions of **Condition 3.6**)

To,  
Shri/Smt./M/s. \_\_\_\_\_,  
\_\_\_\_\_,  
\_\_\_\_\_.

*Subject:* Joint Inspection of premises.

Dear Sir/Madam,

This has reference to your Application dated \_\_\_\_\_ for \_\_\_\_\_. For processing the said Application further, the undersigned or any other Officer/Employee of the Department, duly authorized by the undersigned, shall visit the above mentioned premises on \_\_\_\_\_ at \_\_\_\_\_, to conduct the study of technical requirement for giving power supply/additional power supply/shifting of service line and to inspect the premises. This may please be treated as notice for inspection of premises. You, along with your Electrical Contractor, may remain present at the time of the proposed inspection. In case of any unforeseen situation if the visit is required to be rescheduled, new date will be intimated later.

Thanking you,

Yours faithfully,

Date:

OFFICER-IN-CHARGE

### Annexure 7: Notice for Taking Power Supply

(As per Provisions of **Condition 3.3**)

Date:

To,  
Shri/Smt./M/s. \_\_\_\_\_

*Sub:-* Notice for taking power supply.

Dear Sir/Madam,

This has reference to your Application No. dated \_\_\_\_\_ for \_\_\_\_\_.

We, the Electricity Department, Goa hereby confirm that we have completed the work of extension of distribution mains and we are ready to give you the electricity supply.

We hereby inform you that you will have to start taking power supply within 1 (One) month (For LT supply) / 3 (Three) months (For HT or EHT supply). (Strike out whichever not applicable).

If you fail to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter you shall be liable to pay charges as applicable, as per the agreement.

Thanking you,

Yours faithfully,

Officer-in-charge  
Goa Electricity Deptt.

### Annexure 8: Format of Priority Register

(As per Provisions of **Condition 3.8** )

#### 1. Where no extension of distribution mains is required.

Sr. No.	Name of Consumer	Consumer Category	Receipt No.	Section office	Date of receipt of application	Applied load (kW/KVA)	Remarks (if any)
1.							
2.							
3.							
4.							

#### 2. Where extension of distribution mains upto two poles is required.

Sr. No.	Name of consumer	Consumer category	Receipt No.	Section office	Date of receipt of application	Applied load (kW/KVA)	Remarks (if any)
1.							
2.							
3.							
4.							

#### 3. Where extension of distribution mains of more than two poles is required.

Sr. No.	Name of consumer	Consumer category	Receipt No.	Section office	Date of receipt of application	Applied load (kW/KVA)	Remarks (if any)
1.							
2.							
3.							
4.							

**Annexure 9 : Capacitor Rating**  
(As per Provisions of **Condition 4.6**)

Recommended capacitor rating for direct connection to induction motor to improve factor to 0.95 or better at all loads.

Capacitor rating in KVAR when motor speed is							Capacitor rating in KVAR when motor speed is						
Motor HP	3000 rpm	1500 rpm	1000 rpm	750 rpm	600 rpm	500 rpm	Motor HP	3000 rpm	1500 rpm	1000 rpm	750 rpm	600 rpm	500 rpm
2.5	1	1	1.5	2	2.5	2.5	105	22	24	27	29	36	41
5	2	2	2.5	3.5	4	4	110	23	25	28	30	38	43
7.5	2.5	3	3.5	4.5	5	5.5	115	24	26	29	31	39	44
10	3	4	4.5	5.5	6	6.5	120	25	27	30	32	40	46
12.5	3.5	4.5	5	6.5	7.5	8	125	26	28	31	33	41	47
15	4	5	6	7.5	8.5	9	130	27	29	32	34	43	49
17.5	4.5	5.5	6.5	8	10	10.5	135	28	30	33	35	44	50
20	5	6	7	9	11	12	140	29	31	34	36	46	52
22.5	5.5	6.5	8	10	12	13	145	30	32	35	37	47	54
25	6	7	9	10.5	13	14.5	150	31	33	36	38	48	55
27.5	6.5	7.5	9.5	11.5	14	16	155	32	34	37	39	49	56
30	7	8	10	12	15	17	160	33	35	38	40	50	57
32.5	7.5	8.5	11	13	16	18	165	34	36	39	41	51	59
35	8	9	11.5	13.5	17	19	170	35	37	40	42	53	60
37.5	8.5	9.5	12	14	18	20	175	36	38	41	43	54	61
40	9	10	13	15	19	21	180	37	39	42	44	55	62
42.5	9.5	11	14	16	20	22	185	38	40	43	45	56	63
45	10	11.5	14.5	16.5	21	23	190	38	40	43	45	58	65
47.5	10.5	12	15	17	22	24	195	39	41	44	46	59	66
50	11	12.5	16	18	23	25	200	40	42	45	47	60	67
55	12	13.5	17	19	24	26	205	41	43	46	48	61	68
60	13	14.5	18	20	26	28	210	42	44	47	49	61	69
65	14	15.5	19	21	27	29	215	42	44	47	49	62	70
70	15	16.5	20	22	28	31	220	43	45	48	50	63	71
75	16	17	21	23	29	32	225	44	46	49	51	64	72
80	17	19	22	24	30	34	230	45	47	50	52	65	73
85	18	20	23	25	31	35	235	46	48	51	53	65	74
90	19	21	24	26	33	37	240	46	48	51	53	66	75
95	20	22	25	27	34	38	245	47	49	52	54	67	75
100	21	23	26	28	35	40	250	48	50	53	55	68	76

Recommended capacitor rating for direct connection to welding transformers for power factor correction.

Single phase Single Operator	
Continuous Rating KVA	Capacitor Rating KVA
9	5
12	6.5
18	10
24	12.5
30	15
36	20
57	25
95	45
128	50
160	75

**Annexure 10: Determination of Connected Load**(As per the Provisions of **Condition 4.13**)**Domestic Connection**

1. Name of the consumer: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Consumer Number (for existing connections): \_\_\_\_\_

4. Electrical equipments proposed to be put to use: (Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non availability of the rated capacity of any item, the load shown below shall be considered).

Sr. No.	Item	Load per item (Watts)	No.	Total load (Watts)
	(1)	(2)	(3)	(4 = 2 X 3)
1.	Bulb	As per actuals		
2.	Tube light (Fluorescent)			
		4'	40	
		2'	20	
3.	Fan	60		
4.	Tape-recorder/Music system	25		
5.	Television			
	Colour	100		
	Black & White	60		
6.	Mixer	60		
7.	Refrigerator	200 or actual		
8.	Cooler	200 or actual		
9.	Heater (for cooking and water heating)	1000		
10.	Washing machine	750		
		or as actual		
11.	Geyser	1500/2000		
		or as actual		
12.	Microwave Oven 2000	2000		
13.	Air Conditioner (1 T/1.5 T/2.0 T)	1500/2000/2250		
14.	Split Air Conditioner 1.5 ton	2250		
15.	Computer	100		
16.	Printer	150		
17.	Water lifting Pump set	375 or actual		
18.	Inverter to be used in case of power failure for own use	NIL		
19.	Spare plug points			
20.	(a) 5 Amp	100 W		
21.	(b) 15 Amp	1000 W		
22.	Others - on Actuals			
23.				
24.				
25.				
		<b>Total</b>		



Note: (a) 1/3rd of the total unused plugs in case of domestics and general purpose supply and 50% (half) of the plug points of the commercial category shall be counted for computing connected load.

(b) Defective appliances like cooler, freeze, T.V., iron, oven, etc., which are not connected and not working shall not be taken into account.

(c) In some domestic connections Geyser, Room Heater and Air-conditioner (without heater) are installed. The load of Geyser(s) and Room Heater(s) shall be accounted for billing for the month of December, January & February and the load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air-conditioner(s) with heater(s) shall be accounted as connected load for full year.

(d) Any other item of load not included above shall be taken as per manufacturers rating.

(e) Fraction of load in kW shall be taken as next higher whole number for the purpose of billing or as otherwise provided in the tariff order.

(f) Assessed load may be upto 105% of the approved connected load.

Signature of the Consumer

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Department's representative

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### Annexure 11: Self Declaration of Connected Load

(As per the Provisions of **Condition 4.13**)

1. Name and address of the Consumer: \_\_\_\_\_

2. Consumer No./Account No.: \_\_\_\_\_

3. Category of Consumer: \_\_\_\_\_

4. Purpose of Supply: \_\_\_\_\_

5. Details of load connected:

Sr. No.	Name of Appliance	Load (W)	Nos.	Total load (kW/HP)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

Total Aggregate Load: \_\_\_\_\_

Note: In case of HT/EHT the details of transformer installed and the Connected Load to be furnished

6. Sanctioned Load: \_\_\_\_\_

7. Extra Load: \_\_\_\_\_

Date:

Signature of the Consumer

**Annexure 12: Format of Register of Agreements**(As per Provisions of **Condition 6.8**)**1. High Tension Consumers**

Sr. No.	Name of Consumer	Consumer category	Consumer No.	Section office	Date of Agreement	Contracted Load (kW/kVA)	Contracted Demand (kVA)
1							
2							
3							
4							

**2. Low Tension Consumers**

Sr. No.	Name of Consumer	Consumer category	Consumer No.	Section office	Date of Agreement	Contracted Load (kW/kVA)	Remarks (if any)
1							
2							
3							
4							

**Annexure 13: Notice of Disconnection**(As per the Provisions of the **Condition 9.1**)

To,

Date:

Shri/Smt./M/s. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Sub:-* Notice of disconnection of supply under Section 56 of Electricity Act, 2003.

Please refer bill for the month of \_\_\_\_\_ and arrange to pay the arrears of Rs. \_\_\_\_\_.

In case of failure to effect the payment as above, your supply will be disconnected after expiry of 15 clear days of this notice as per **Condition 9.1** of the Conditions of Supply of Electrical Energy and as per provisions under Section 56 of Electricity Act, 2003.

Thanking you,

Yours faithfully,

Officer-in-charge,  
Goa Electricity Deptt.

**Annexure 14: Intimation to Consumer after Temporary Disconnection of Supply**(As per the Provisions of **Condition 9.2**)

From

.....  
 .....  
 .....  
 .....

No..... Dated: .....

**Reference:**

Connection No.....

Consumer Category.....

Contracted Load.....

This is to inform you that the supply to your service connection has been temporarily disconnected with effect from .....

due to following reasons: .....

.....  
 .....

You are requested to remove the cause (s) of disconnection and intimate this office at the earliest. You are also requested to pay sum of Rs. .... towards, reconnection charges and \*

If the cause of disconnection is not removed to the satisfaction of this office, your supply will be permanently disconnected.

Thanking you,

Yours faithfully,

Name, Signature &amp; Designation

\* Mention if any other dues is to be deposited and also give breakup of the total sum.

**Annexure 15: Inspection Report**(Under Section 126 of the Act and **Condition 10.3**)

Sub-Division:

1. Inspection notes of Shri \_\_\_\_\_ Dated \_\_\_\_\_ 20\_\_

Time of Inspection: \_\_\_\_\_ Total time of inspection: \_\_\_\_\_

2. Name and address of the occupant of the place/premises:

\_\_\_\_\_  
 \_\_\_\_\_

3. Person present at the time of inspection:

	Name	Signature
(i)	_____	_____
(ii)	_____	_____
(iii)	_____	_____

4. Any other person available at the time of inspection and his/her relationship with the occupant of the place/premises: \_\_\_\_\_

5. Any other departmental staff present: \_\_\_\_\_

6. Other Details

1. Service Connection No.: \_\_\_\_\_

2. Circle/Division/Sub-Division: \_\_\_\_\_

3. Category: \_\_\_\_\_

7. Meter diagram indicating the seals position & their condition:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection

8. Meter Reading:

(i) kWH: \_\_\_\_\_

(ii) kVA: \_\_\_\_\_

(iii) kVAH: \_\_\_\_\_

(iv) Power factor: \_\_\_\_\_

9. Status of Meter:

☐

Running

☐

Stop

☐

Defective

☐

Burnt

10. CT/PT Connection details with phase sequence: \_\_\_\_\_

11. Details of Connected Load

1. kW/HP

2. kW/HP

3. kW/HP

4.

5.

6.

In case of HT Transformer detail and connected load details are to be given separately.

12. Findings and Conclusion of the Inspecting Team

Signature of all  
members of the  
inspecting team

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Signature of occupant  
of the premises or his  
representative

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Annexure 16: Inspection/Seizure Report**(Under Section 135 of the Act and **Condition 10.5**)

Sub-division:

1. Inspection/Seizure notes of Shri \_\_\_\_\_ Dated \_\_\_\_\_ 20\_\_

Time of Inspection/seizure: \_\_\_\_\_ Total time of inspection/seizure: \_\_\_\_\_

2. Name and address of the occupant of the place/premises:

\_\_\_\_\_  
\_\_\_\_\_

3. Person present at the time of inspection/seizure:

	Name	Signature
(i)	_____	_____
(ii)	_____	_____
(iii)	_____	_____

4. Any other person available at the time of inspection and his/her relationship with the occupant of the place/premises: \_\_\_\_\_

5. Any other departmental staff present: \_\_\_\_\_

6. Other details

1. Service Connection No. if any: \_\_\_\_\_

2. Circle/Division/Sub-division: \_\_\_\_\_

3. Category: \_\_\_\_\_

7. Meter diagram indicating the seals position &amp; their condition, if meter installed:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection

8. Meter Reading if installed:

(i) KWH: \_\_\_\_\_

(ii) KVA: \_\_\_\_\_

(iii) KVAH: \_\_\_\_\_

(iv) Power factor: \_\_\_\_\_

9. Status of Meter:

☐

Running

☐

Stop

☐

Defective

☐

Burnt

10. CT/PT Connection details with phase sequence: \_\_\_\_\_

11. Details of Connected Load

1. kW/HP

2. kW/HP

3. kW/HP

4.

5.

In case of HT Transformer detail and connected load details are to be given separately.



12. List of items with full details seized during inspection/search.

13. Findings and Conclusion of the Inspecting Team.

Signature of all	4. _____	Signature of occupant	4. _____
members of the	5. _____	of the premises or his	5. _____
inspecting team	6. _____	representative	6. _____

### Annexure 17: Initial Assessment Notice

(As per the Provisions of **Condition 10.5**)

Memo No. \_\_\_\_\_ Date \_\_\_\_\_  
 Hours of issue \_\_\_\_\_  
 Place \_\_\_\_\_

From : \_\_\_\_\_ To : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Reference No.: \_\_\_\_\_

Dear Sir(s)/Madam,

This notice bill is being served on you, which has been assessed on the basis of the **Condition 10.3** and **10.5** of Conditions of Supply of Electricity for Goa Electricity Department.

Evidences revealed that you were directly or indirectly involved in the act of unauthorized use of electricity/theft of electricity for which your service connection was disconnected on \_\_\_\_\_ as per Notice No. \_\_\_\_\_

A statement showing your involvement alongwith the assessment bill is enclosed herewith.

Unless the amount of the assessment bill alongwith the reconnection charges is received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namely \_\_\_\_\_. Please acknowledge receipt.

Thanking you,

Place:

Date:

Yours faithfully,

Signature and seal of authorized  
officer of Department

.....X.....  
ACKNOWLEDGEMENT

I/We, Shri \_\_\_\_\_ Consumer No. \_\_\_\_\_ Meter No. \_\_\_\_\_ hereby acknowledge receipt of your assessment bill No. \_\_\_\_\_ dated \_\_\_\_\_

Place:

Date:

Signature of consumer

Address \_\_\_\_\_

**Annexure 18: Assessment Report**(As per the Provisions of **Condition 10.5**)**1.1) Assessment of units Consumed.****1. In case of LT consumers:**

The quantity of units consumed per month shall be worked out in the manner prescribed.

$$\text{Consumption per month} = \frac{A \times C \times D}{B}$$

Where

A is total connected load found at time of inspection.

B is diversity factor.

C is an average load factor.

D is the number of hours in a month.

For the assessment of energy consumed, the diversity factors and the average load factors for the various categories of consumers shall be taken as under:

**Load Factor and Diversity Factor**

Sr. No.	Category	Purpose	Diversity Factor	Load Factor
1	Residential Consumers	Lighting and Fans	2.5	30%
		Heating appliances	1.0	15%
		Cooling appliances		
		Feb.-Oct.	1.0	50%
		Nov.-Jan.	1.0	NIL
2	Non-Residential Consumers	Lightening and Fans	1.0	35%
		Heating appliances	1.0	50%
		Cooling appliances	1.0	40%
3	LT (Industrial) Consumers	Engineering Workshop	1.5	30% for one shift 50% for two shifts 70% for three shifts Each shift of eight hrs.
		Power looms and Textile		
		(i) Looms & Textiles Load	1.2	40% for one shift 70% for two shifts Each shift of twelve hrs.
		(ii) Twisting M/c. Load	1.2	45% for one shift 90% for two shifts Each shift of twelve hrs.
		Ice-cream manufacturing		
		Feb.-Oct.	1.0	80%
		Nov.-Jan.	1.0	60%
		Ice-Factory		
		Feb.-Oct.	1.0	80%
		Nov.-Jan.	1.0	40%
		Cold Storage		
		Feb.-Oct.	1.0	75%
		Nov.-Jan.	1.0	50%
		Society Water Pumps	1.0	25%
		Cinema/Theaters	1.5	60%

		Floor Mills	1.0	30%
		Ginning & Pressing	1.2	60%
		Foundry	1.5	50%
		Plastic	1.2	50%
		Rubber	1.2	50%
		Mining, Quarry & Stone Crushing	1.2	60%
		Chemicals	1.2	60%
		Textile Processing Units	1.2	70%
		Diamond Industry	1.5	50% for one shift of 12 hrs.
		Others	1.5	30% for one shift 60% for two shifts 80% for three shifts Each shift of eight hrs.
4	Direct connection for any category	Agricultural category	1.0	50%
		Any other category	1.0	100%
5	Agricultural consumers under Metered tariff		1.0	40%
6	Temporary Power Supply		1.0	50%

2. In case of HT consumers:—

In case of HT consumers, the actual maximum demand shall be considered as equivalent to 75% of the total connected load of the consumer at the time of inspection subject to a minimum of the contracted demand and the energy consumption shall be as assessed as under:

**Assessed units per months = M x H x C**

Where M = Demand in KW (KVA x PF)

H = Nos. of hours in month

C = Load factor

Category of HT consumers	Load Factor
Hotels	65%
Large Commercial Complexes	60%
Iron & Steels	60%
Foundry	60%
Steel Rolling Mills	60%
Chemical Factory	80%
Paper Mills	85%
Textile	75%
Cement	70%
Fertilizers	70%
Oil Mills	70%
Solvents	70%
Ginning and Pressing	60%
Engineering Goods	50%
Ice	75%
Cold Storage	75%
Sugar & Khandsari	60%
Dairy	75%
Mining, Quarry & Stone Crushing	50%
Plastic & Rubber	60%
Cinema	60%
Oxygen	80%
Direct Connections	100%
Others	8 hours shift 12 hours shift 30% - 1 shift 45% - 1 shift 60% - 2 shifts 90% - 2 shifts 90% - 3 shifts

D = is the number of days during which unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained such period shall be limited to a period of 12 months (365 days) immediately preceding the date of inspection.

H = is the average actual No. of hours per day the supply is made available on the feeder feeding the consumer or person as the case may be during the period.

*(1.2) Assessment in case of unauthorized use of electricity (UUE):*

(i) The consumption so assessed shall be charged at twice the rate per unit of the tariff applicable to the consumer category after adjusting the amount paid by the consumer/person for the energy consumption assessed for the assessment period if any. The amount billed at this rate shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly/annually minimum charges, wherever applicable.

(ii) If the connected load of the consumer is found in excess of load contracted, then the fixed charge or demand charge, as the case may be, shall also be charged at two times of the fixed charge or demand charge for the connected load minus charge or demand charge for the contracted load at the applicable tariff rate. Period for computation of this charge shall be as given at 'D' above.

(iii) In cases where fixed monthly tariff exist, monthly assessment shall be made at twice the monthly rate.

*(1.3) For cases where usage of electricity is for other purpose than authorized:*

(i) If it is found at any time that the energy supplied is used for a purpose on which higher tariff is applicable, the total energy consumed in the previous twelve month from the date of detection shall be charged at twice the rate applicable for the category for which load was found to have been used. Provided if it is found at any time that the energy supplied is used for a purpose on which lower tariff is applicable, it shall not be considered as UUE and no penal action will be taken.

(ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated as given in para 1.1 after adjusting the amount if any paid by the consumer/person for the energy consumption assessed for the assessment period.

*(1.4) Assessment of Energy in cases of theft/pilferage:*

(i) Assessment of energy in the cases of theft/pilferage shall be done based on the formula in para 1.1 above as in unauthorized use. The 'A', 'B', 'C', 'D', 'M' and 'H' shall remain the same.

(ii) Only for direct theft, 'C' shall be = 1.0 (100%).

(iii) The consumption so assessed, shall be charged at three times the normal tariff applicable and payment made for energy consumption of the assessment period shall be adjusted.

### **Annexure 19: Model LT Agreement**

Agreement made at .....this .....day of..... Two thousand and..... between the GOVERNOR OF GOA (hereinafter called "the Supplier" which expression shall, unless the context does not so admit, include his successors and assigns) of the one part, and..... ( hereinafter referred to as "the Consumer" which expression shall include his/her heirs, executors, administrators and Legal Representatives and permitted assigns) of the other part, whereby it is agreed as follows:

WHEREAS at the request of the Consumer, the Supplier has agreed to supply to the Consumer electrical energy for the purpose of ..... at the Consumer's premises situated at .....upon the terms and subject to the conditions hereinafter contained.

NOW THIS AGREEMENT WITNESSETH as follows:—

1. *LOCATION AND CONNECTED LOAD.*— (a) During the period of supply the supplier shall supply to the Consumer and Consumer shall take from the Supplier all the electrical energy required by the Consumer for \_\_\_\_\_ purpose at the Consumer's premises located at..... having a connected load initially of..... HP/ kW.

(b) Any increase or alteration in the connected load/demand shall be notified by the Consumer to the Chief Electrical Engineer, Government of Goa (hereinafter referred to as "the Chief Engineer" which expression shall include any other officer authorized by the Supplier to perform the functions of the Chief Electrical Engineer specified in the Agreement and any other officer or officers authorized by the Chief Electrical Engineer) before being connected to the source of supply and shall be connected only after it is examined, tested and approved by the Chief Electrical Engineer.

2. *CONDITIONS OF SUPPLY.*— (a) The Supplier shall furnish to the Consumer and the Consumer shall accept at the premises mentioned in the Schedule hereto on and from the date on which the said premises shall be connected with the Supplier's distributing main a constant supply of electrical energy for the purpose and up to the maximum specified and under the conditions laid down in the Conditions of Supply of Electrical Energy for Electricity Department, Goa. But the Supplier or its employees, servants or agents will not be responsible for any interruption or diminution of the supply due to lockouts, strikes of the employees of the Supplier, breakdown of machinery or plant, flood or other force majeure or any other cause beyond the control of the Supplier.

(b) The conditions if any imposed by the Supplier based on the directions of the Commission shall bind the Consumer. The Consumers shall commence to take supply within a month from the date of receipt of intimation from the officers of the Supplier that supply is available unless the Consumer, in the opinion of the Engineer, is unable to do so for causes reasonably beyond control. Where the supply is not availed of within one month from the date of intimation as aforementioned, the sanction for the load shall lapse and this agreement also shall stand cancelled.

(c) The energy shall be utilized within the premises mentioned in the schedule hereto or outside the premises for the bonafide use of the Consumer.

In case of difference of opinion as to whether any utilisation of energy outside the premises is for the bonafide use of the consumer, the matter shall be referred to the Chief Electrical Engineer, whose decision shall be final.

(d) The consumer shall permit the Supplier free of cost to erect the posts, distribution/service line, structures and other apparatus necessary for the supply of electrical energy under this agreement over the land belonging to the Consumer and the Consumer shall have no claim whatsoever on account of any damage to his/her property by reason of such erection of, or any other work on the posts, distribution/service lines, structures and other apparatus.

(e) The Consumer agrees to take supply under any conditions of restrictions of load and time that may be fixed by the Supplier from time to time and to pay the minimum under this agreement in full, notwithstanding such restrictions.

(f) Supply is liable to be restricted, staggered or cut off altogether, as the case may be, if the power position or any other emergency warrants such a course of action.

(g) The Supplier reserves the right to periodical shut down as and when required for purposes of routine maintenance.

3. *PAYMENT FOR SERVICE LINES ETC.*— (a) The Consumer shall pay to the Supplier on demand the cost of any service lines/service connection charges in respect of which requisition has been made in accordance with the prevailing Tariff Order of the Commission.

(b) In the event of the Consumer requesting for an increase in his connected load after the commencement of supply, and if the same is made available by the Supplier at an additional cost, the Consumer, shall pay such contribution towards the additional cost of such service line increase in accordance with the prevailing Tariff Order of the Commission.

4. *METERS.*— (a) The supply shall be measured and registered by a meter or meters in or upon the said premises to be provided, fixed and kept in proper order by the Supplier and such meter or meters shall remain the property of the Supplier. The Consumer shall pay to the Supplier for each meter on hire the monthly rent as specified by the Commission from



time to time. In the event of any meter ceasing to register or being found defective, the consumption during the period of such cessation or the existence of such defect shall be based on the average consumption of the preceding three months, as the case may be as stipulated in the Conditions of Supply. No meter rent shall be collected from the Consumer who opts for providing his/her own meter.

**5. READING OF METERS AND PAYMENT.**— (a) Readings of the meter or meters will be taken by the employees of the Supplier once in each month or at such other intervals or times, as it shall think expedient and such meter readers shall have access to the Consumer's premises at all reasonable times, for the purpose of taking such readings. Payment for energy supplied shall be made by the Consumer according to the reading referred to above of each meter and Tariff Schedule applicable to the class of service and in force from time to time.

(b) The rate set out in the Tariff Schedule does not include any tax, duty or other direct or indirect charges on electrical energy that may be payable in accordance with any law in force or which may increase the cost of production. Such charges will be payable by Consumer in addition to the tariff charges.

(c) The Supplier shall be entitled to discontinue supply if the Consumer fails to give the employees of the supplier reasonable facilities to enter the premises for the inspection, testing or removal of its supply lines meters, fitting works and apparatus and the Supplier has given in writing 24 hours notice of its intention so to discontinue.

**6. DEFECTIVE METERS.**— (a) If the Consumer shall at any time consider that any such meter is not in proper order and does not correctly register the quantity of the supply, the Engineer will on receipt of a representation in writing in that behalf from the Consumer take necessary steps as per **Condition 7.5** of the Conditions of Supply document.

**7. CONSEQUENCES OF NON-PAYMENT.**— (a) If the amount of such bill remains unpaid on the expiry of the due date the Supplier may give the Consumer fifteen days Notice of his/her intention to discontinue the supply of electrical energy and at the expiry of such period if payment has not been received, may forthwith disconnect the supply and keep the same disconnected until payment of all moneys due under this agreement and the charges for the work of disconnection and reconnection has been made.

(b) Such disconnection of the supply of electrical energy shall not relieve the Consumer of his/her liability to pay the minimum charge and other applicable charges provided for herein, nor shall it affect any right, claim demand or power which may have accrued to the Supplier hereunder.

**8. PERIOD OF SUPPLY.**— (a) The period of supply of electrical energy under this Agreement shall be a minimum period of 1 year from the date of the commencement of supply and from month thereafter. The Consumer may terminate this Agreement at any time after the said period of 1 year giving to the Chief Electrical Engineer not less than one calendar month's notice in writing in that behalf and upon the expiration of the period of such notice this Agreement shall cease and terminate.

(b) After the expiry of the initial Agreement period specified above, the Agreement for power supply is deemed to have been renewed from year to year thereafter, until it is terminated by either party.

**9. SECURITY DEPOSIT.**— (a) The Consumer hereby agrees to pay as security deposit the amount equivalent of the average of two/three month's consumption, as per **Condition 6.10** of the Conditions of Supply of Electrical Energy for Electricity Department of Goa.

(b) The Consumer hereby agrees that the Supplier may refuse to give supply of electricity or to provide the line, plant or meter in case the consumer fails to give security to the Supplier.

(c) The Consumer hereby agrees that in case the security given by it/him/her has become invalid or in-sufficient, the Supplier may by notice require, within 30 days after the service of notice to give reasonable security for payment of all money which may become due to the Consumer in respect of supply of electricity or provision of line, plant or meter.

(d) The consumer agrees that the Supplier may discontinue the supply of electricity for the period during which such failure to pay security/additional security continues after the period of 30 days mentioned above.

(e) The Supplier agrees that it will not insist for any security if the supply is through pre-payment mode.

**10. TERMINATION OF AGREEMENT.**— (a) The agreement shall remain in force even after

completion of the initial period of agreement until it is terminated. Domestic and single-phase non-domestic category of consumers may terminate the agreement after giving one month's notice. Consumers other than domestic and single phase non-domestic LT category can terminate the agreement on giving three month's notice.

(b) Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for any reasons whatsoever, before expiry of the initial period of agreement, the consumer shall be liable to pay charges as per tariff order for the balance period of the said one-year or notice period specified in the agreement whichever is later.

(c) The Department shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the consumer. The agreement shall be terminated on the last day of the billing month and the Department shall raise the final bill accordingly.

(d) If power supply remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction issued under Conditions of Supply, the Department shall issue a show cause notice, to be replied within seven days for termination of the agreement. In case no effective steps are taken for removing the cause of disconnection and for restoration of power supply, the agreement of the Department with the Consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over, the provision given under **Condition 6.9 (1)** of the Conditions of Supply shall apply. During the period of temporary disconnection the consumer shall be liable to pay the demand charges or minimum charges as applicable. The Department shall record and keep the total outstanding amount due on termination of the agreement and shall have the right to recover the same under RR Act, Court of Law, if necessary.

(e) On termination of the agreement, the Department shall be entitled to remove the service line and other equipment of the Department for supply of power from the premises of the Consumer. After permanent disconnection, if the Consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

**11. SALE OR TRANSFER OF PREMISES.**— (a) If the consumer shall, at any time during the continuance of this agreement intend to sell or otherwise dispose of the properties to vacate the premises to which electric supply is given or contracted for, he shall give prior intimation to Engineer of his intention to do so and clear off all the dues to the Supplier up to that date. Upon receipt of such intimation and with effect from the date specified in such intimation the agreement in so far as the Consumer is concerned shall cease to operate but without prejudice to any claim or right which may have accrued to the parties thereunder.

(b) If the Consumer fails to give intimation as mentioned above he shall continue to be liable to pay the charges for consumption and other charges as under this agreement even beyond the date on which the premises is sold/vacated.

**12. APPLICABILITY OF ACTS AND REGULATIONS.**— (a) This agreement shall be read and construed as subject in all respects to the provision of the applicable Act and Regulations as noted in Distribution Code and Supply Code and of any modification or re-enactment thereof for the time being in force and the regulations for the time being in force thereunder so far as the same respectively may be applicable and subject to the conditions of supply approved from time to time by the Commission.

(b) Nothing contained in this Agreement or any amendment thereof shall restrict any rights, obligations and discretion which the Supplier may desire under any legislation relating to the supply of electricity enacted during the period of this Agreement.

**13. SAVINGS AS TO CLERICAL ERROR.**— (a) In the event of any clerical errors or mistakes in the amount levied, demanded or charged by the Supplier then in the case of undercharging, the Supplier shall have a right to demand an additional amount and in the case of overcharging the consumer shall have the right to get refund of the excess amount provided at that time such claims were not barred by limitation under the Act.

(b) The parties hereby further agree that the amount claimed in the bill shall be payable within the time allowed, irrespective of any decision to be taken regarding any disputes about its correctness or otherwise of the amount levied demanded charged by the Supplier. The Supplier shall have a right to

proceed in accordance with the Act, on the basis of the amount claimed in the bills, till it is proved or established that the amount claimed was in excess of what was actually due. The consumer shall not on the plea of incorrectness of the bills withhold any portion of the bills.

14. *GENERAL.*—(a) The other conditions of supply in this agreement are also subject to any revision that may be decided by the Supplier as per the directions of the Commission from time to time.

Signed, sealed and delivered by

Shri:..... Signature:.....  
Address:.....  
.....

On behalf of the Governor of GOA  
in the presence of

Name:..... Signature:.....  
Name:..... Signature:.....

Signed and delivered by the above

Name of Consumer:..... Signature:.....  
Address:.....

in the presence of

Name:..... Signature:.....  
Address:.....

Name:..... Signature:.....  
Address:.....

#### **Annexure 20: Model HT/EHT Agreement**

THIS AGREEMENT is made at Panaji on this .....day of..... Two thousand and..... between the GOVERNOR OF GOA (hereinafter called 'the Supplier' which expression shall, unless the context does not so admit, include his successors and assigns) of the one part and Shri/Smt./M/s.....son/daughter/wife/proprietor/Director of..... (hereinafter called 'the Consumer' which expression where the context so admits shall include his heirs, executors, administrators, legal representatives, successors in business and assigns) of the other part.

WHEREAS the Consumer is being supplied/has agreed to receive supply of electricity in his premises situated at ..... for the purpose of ..... and the Supplier has agreed to supply to the Consumer such electricity upon the terms and conditions hereinafter contained.

NOW IT IS HEREBY DECLARED AND AGREED AS FOLLOWS:

(1) *CONTRACT DEMAND.*— (a) Subject to the provisions hereinafter contained, the Supplier shall supply and the Consumer shall take from the Supplier electrical energy for a maximum demand not exceeding .....kVA (hereinafter called "the contract demand") for its exclusive use for the purpose above mentioned at the premises having address at..... The connected load shall be..... kVA/kW/HP.

(b) The Consumer may from time to time request the Supplier in writing for additional power in excess of the 'Contract Demand' and the Supplier shall make such additional power available within 180 days from the date of such written request or any longer period as may be required by the Supplier for the purpose, provided the Supplier has such additional power and the materials to make such additional power available for supply and provided further, that having regard to the unexpired term of this agreement, it would, in the opinion of the Supplier, be economical to the Supplier to make such additional power available to the Consumer.

(c) In the event of the Supplier agreeing to make such additional power available, the Consumer shall be liable to pay the cost of making such additional power available, as may be determined by the Commission.

(d) If such additional power is made available by the Supplier, the Contract Demand specified in **Clause 1 (a)** hereto shall be increased to the same extent.

2. *CONDITIONS OF SUPPLY.*— (a) The Supplier shall furnish to the Consumer and the Consumer shall accept at the premises mentioned in the Schedule hereto on and from the date on which the said premises shall be connected with the Supplier's distributing main a constant supply of electrical energy for the purpose and up to the maximum specified and under the conditions laid down in the Conditions of Supply of Electrical Energy for Electricity Department, Goa. But the Supplier or its employees, servants or agents will not be responsible for any interruption or diminution of the supply due to lockouts, strikes of the employees of the Supplier, breakdown of machinery or plant, flood or other force majeure or any other cause beyond the control of the Supplier.

(b) The conditions if any imposed by the Supplier based on the directions of the Commission shall bind the Consumer. The Consumers shall commence to take supply within a month from the date of receipt of intimation from the officers of the Supplier that supply is available unless the Consumer, in the opinion of the Engineer, is unable to do so for causes reasonably beyond control. Where the supply is not availed of within one month from the date of intimation as aforementioned, the sanction for the load shall lapse and this agreement also shall stand cancelled.

(c) The energy shall be utilized within the premises mentioned in the schedule hereto or outside the premises for the bonafide use of the Consumer. In case of difference of opinion as to whether any utilisation of energy outside the premises is for the bonafide use of the consumer, the matter shall be referred to the Chief Electrical Engineer, whose decision shall be final.

(d) The consumer shall permit the Supplier free of cost to erect the posts, distribution/service line, structures and other apparatus necessary for the supply of electrical energy under this agreement over the land belonging to the Consumer and the Consumer shall have no claim whatsoever on account of any damage to his/her property by reason of such erection of, or any other work on the posts, distribution/service lines, structures and other apparatus.

(e) The Consumer agrees to take supply under any conditions of restrictions of load and time that may be fixed by the Supplier from time to time and to pay the minimum under this agreement in full, notwithstanding such restrictions.

(f) Supply is liable to be restricted, staggered or cut off altogether, as the case may be, if the power position or any other emergency warrants such a course of action.

(g) The Supplier reserves the right to periodical shut down as and when required for purposes of routine maintenance after giving reasonable notice to the Consumer.

(h) The Supplier shall commence to lay service line only after he is satisfied that the Consumer has the requisite equipment at site to receive power and will be in a position to utilize it within one month from the date to be notified by the local officer of the Electricity Department which shall be the date by

which time the service line is expected to be completed.

(i) If in the opinion of the Chief Electrical Engineer, the Consumer is unable to commence to take supply from such date for causes beyond his control, the date of commencement of supply shall be such other date as the Chief Electrical Engineer may determine and the opinion and the decision of the Chief Electrical Engineer in this behalf shall be final and binding on the Consumer.

(j) The Consumer shall become liable to pay to the supplier the amounts of requisite charges determined by the Commission from the date determined by the Chief Electrical Engineer under **Clause (i)** as the case may be.

**3. PAYMENT FOR SERVICE LINES ETC.—** (a) The Consumer shall pay to the Supplier on demand the cost of any service lines/service connection charges in respect of which requisition has been made in accordance with the prevailing Tariff Order of the Commission.

(b) In the event of the Consumer requesting for an increase in his connected load after the commencement of supply, and if the same is made available by the Supplier at an additional cost, the Consumer, shall pay such contribution towards the additional cost of such service line increase in accordance with the prevailing Tariff Order of the Commission.

**4. DATE OF COMING INTO FORCE OF THE AGREEMENT.—** (a) Under the conditions of this contract, the Consumer shall take electrical energy/power supply from the Supplier within a period of three months from the date of issue of intimation by the Chief Electrical Engineer, Government of Goa (which expression shall include any other Officer authorized by him to perform the functions of the Supplier specified in this agreement and any other Officer or Officers authorized by the Supplier) of the Licensee that supply of electrical energy is available;

(b) The provisions of this agreement shall be deemed to have come into force from the date of commencement of supply of energy or the date of expiry of three months notice above referred to, whichever is earlier;

(c) In case the Consumer is unable to receive supply of electrical energy before expiry of three



months period from the date of issue of intimation by the Chief Electrical Engineer, it shall be considered as the power supply deemed to have been commenced from the date immediately following the date of expiry of three months period and the consumer shall be liable to pay the **FIXED / DEMAND CHARGES** as may be applicable from time to time;

(d) If the consumer fails to avail the supply within 3 months, a further three months extension will be granted by the Supplier, after collecting the **FIXED / DEMAND CHARGES** for the extended period in advance.

5. **RESALE OF ENERGY.**— (a) The Consumer shall not sell the electrical energy obtained under this agreement without the sanction in writing of the Supplier.

6. **PERIOD OF AGREEMENT.**— (a) The period of supply of electrical energy under this Agreement shall be a minimum period of two years from the date of the commencement of supply and from month thereafter. The Consumer may terminate this Agreement at any time after the said period of two years giving to the Chief Electrical Engineer not less than six calendar month's notice in writing in that behalf and upon the expiration of the period of such notice this Agreement shall cease and terminate.

(b) After the expiry of the initial Agreement period specified above, the Agreement for power supply is deemed to have been renewed from year to year thereafter, until it is terminated by either party.

7. **TERMINATION OF AGREEMENT.**— (a) The agreement shall remain in force even after completion of the initial period of agreement until it is terminated. HT and EHT Consumers may terminate the agreement after giving six month's notice.

(b) Provided that the agreement shall normally be terminated after expiry of the initial period of agreement. However, if the agreement is to be terminated for any reasons whatsoever, before expiry of the initial period of agreement, the Consumer shall be liable to pay charges as per tariff order for the balance period of the said two-year or notice period specified in the agreement whichever is later.

(c) The Department shall arrange for special meter reading, at a mutually acceptable date, to facilitate preparation of the final bill of the Consumer. The agreement shall be terminated on the last day of the billing month and the Department shall raise the final bill accordingly.

(d) If power supply remains disconnected for a period more than notice period for non-payment of charges or dues or non-compliance of any direction issued under Conditions of Supply, the Department shall issue a show cause notice, to be replied within seven days for termination of the agreement. In case no effective steps are taken for removing the cause of disconnection and for restoration of power supply, the agreement of the Department with the Consumer for power supply shall be terminated on expiry of the period of seven days, provided the initial period of the agreement is over. If initial period is not over, the provision given under **Condition 6.9 (1)** of the Conditions of Supply shall apply. During the period of temporary disconnection the Consumer shall be liable to pay the demand charges or minimum charges as applicable. The Department shall record and keep the total outstanding amount due on termination of the agreement and shall have the right to recover the same under RR Act, Court of Law, if necessary.

(e) On termination of the agreement, the Department shall be entitled to remove the service line and other equipment of the Department for supply of power from the premises of the Consumer. After permanent disconnection, if the Consumer wishes to revive the connection, then it would be treated as an application for new connection and would be entertained only after all outstanding dues have been cleared.

8. **SYSTEM OF SUPPLY.**— (a) The supply of electrical energy to the Consumer shall be in the form of three phase alternating current at a frequency of 50 cycles per second and a pressure of \_\_\_\_\_ volts subject to the tolerance limits permitted by the Act;

9. **POINT OF SUPPLY.**— (a) The point of delivery for the supply of electrical energy/point of supply of electrical energy shall be as mutually agreed between the Supplier & the Consumer and shall always be at the main entrance of the Consumer's premises, provided the decision of the Supplier in respect of location of point of delivery for the supply of electrical energy/point of supply of electrical energy shall be final;

(b) The Supplier shall install energy meter & other metering equipment of appropriate design, make & capacity at the point of delivery for the supply of electrical energy/point of supply of electrical energy;



(c) For the purpose of this Agreement, availability of the electrical energy of the above stated voltage and frequency at the said point of delivery shall constitute the supply of electrical energy;

10. *ACCOMMODATION FOR SUPPLIER'S APPARATUS.*— (a) The Consumer shall provide and continue to provide, during the continuance of this Agreement, suitable accommodation, to be approved by the authorized Officer of the Supplier, for placing equipment and apparatus of the Licensee, necessary for the performance of this agreement.

(b) The Supplier shall be at liberty to bring upon the accommodation so provided at the Consumer's premises, not only the cables required for the supply of electrical energy to the Consumer but also the cables and other accessories & equipment necessary for giving connections to other Consumers through the cables and terminals situated on the Consumer's premises, provided the supply to the Consumer shall in no way be interfered with or its continuity jeopardized as a result of such action on the part of the Supplier.

(c) The Consumer shall take all precautions for the safety of the Supplier's equipment erected at his premises.

(d) The Consumer may with the written approval of the Supplier house his own HT switchgear and other apparatus, which must necessarily be installed near/enclosure within such enclosure, but he shall not use such enclosure for any other purpose.

11. *METERING EQUIPMENT.*— (a) For the purpose of registering the electrical energy supplied to the Consumer, under this agreement, suitable metering equipment shall be provided by the Supplier.

(b) Wherever the Supplier is not in position to provide the metering equipment on account of its non-availability, he may request the Consumer to provide his own metering equipment as required by the Supplier. The Consumer may also at his own cost install check-meters for his own convenience.

(c) The meter shall be properly sealed by the Supplier in the presence of Consumer or his representative and shall not be interfered with by either party, except that the Supplier may change/replace the seals as and when required, in the presence of the Consumer or his representative.

(d) The readings of the meters except the check-meters mentioned above shall be taken by the accredited representatives of the Supplier and the Consumer regularly on the pre-determined date of every month and the readings so recorded shall be binding on the Consumer.

(e) Provided that in the event of any meter (excluding the check meters, if any) either belonging to the Supplier or to the consumer being found defective, the energy Consumed during the month shall be determined unless otherwise mutually agreed upon, by taking the average consumption recorded during the previous three months.

12. *DEFECTIVE METERS.*— (a) If the consumer shall at any time consider that any such meter is not in proper order and does not correctly register the quantity of the supply, the Engineer will on receipt of a representation in writing in that behalf from the Consumer take necessary steps as per **Condition 7.5** of the Conditions of Supply document.

13. *CONSUMER'S APPARATUS.*— (a) All transformers, switchgears, motors and other electrical equipments belonging to the Consumer which are connected to the Supplier's apparatus shall conform to the standards and specifications prescribed by the Bureau of Indian Standards or Equivalent and be maintained to the reasonable satisfaction of the Supplier. The capacity of fuses and setting of relays on the Consumer's control gear shall also be subject to the approval of the Supplier.

14. *PAYMENT OF CHARGES.*— (a) The Consumer shall pay to the Supplier every month or after every such duration as may be prescribed by the Supplier, charges for the electricity supplied to him during the preceding month at the tariff applicable to the Consumer category for which supply of electricity has been agreed including variable cost adjustment charges, if any, as per the orders of the Commission from time to time.

(a) If during the currency of this agreement, the rates including Fixed Charges, are revised, replaced, increased or decreased, such revised, replaced, increased or decreased rates from the date specified, shall apply to the Consumer during and for the unexpired period of this agreement;

(b) A copy of the current Tariff Schedule in force with effect from \_\_\_\_\_ referred hereinabove in this agreement is set out in the First Schedule attached hereto, which however does not

include any tax, duty or other direct or indirect charges on electrical energy that may be payable in accordance with any law in force or which may increase the cost of production and such charges will be payable by the Consumer in addition to the tariff charges.

15. *CONTINUITY OF POWER SUPPLY.*— (a) The Supplier shall take all reasonable precautions to ensure continuity of supply of power to the Consumer at the point of supply but he shall not be liable to the Consumer for any loss due to the interruption in the supply of power by reason of damage to the equipment of the Supplier during war, mutiny, riot strike or by reason of earthquake, hurricane, tempest or any accident or for routine maintenance of the lines and associated equipment or such other causes as may be beyond the control of the Supplier. The Supplier shall give notice as early as possible of the probable duration of such interruptions in supply of power to the Consumer.

16. *STAGGERING OF SUPPLY BY THE SUPPLIER.*— (a) The Consumer agrees to restrict, stagger or cut off the consumption of electrical energy under this agreement during the peak hours as may be directed by the Supplier in writing and at any other hours, if so required to do, if the power position or any other emergency in the power system warrants such a course of action.

17. *DISCONTINUANCE OF POWER SUPPLY FOR ROUTINE TESTS.*— (a) The Supplier shall always be entitled for reasons of testing or outages or maintenance or any other cause for efficient working of the undertaking to temporarily discontinue the supply for such period as may be necessary subject always to adequate advance notice being given in this behalf, with the object of causing minimum inconvenience to the Consumer. No indemnity or compensation shall be claimed by the Consumer for such stoppages and inconveniences resulting therefrom.

18. *DISCONNECTION OF POWER SUPPLY.*— (a) The Consumer hereby agrees that its/his/her supply will be disconnected in case it/he/she fails to deposit arrears of electricity charges and other charges as may be due within 15 days from the date of receipt of demand notice for such charges.

(b) The Consumer hereby agrees that in the event it/he/she is found, prima-facie, involved in committing theft of electricity or its unauthorized use, the Supplier shall have right to disconnect the supply forthwith without notice.

(c) In the event of the supply of electrical energy being discontinued by the Supplier in consequences of any breach or default on the part of the Consumer entitling the Supplier so to do under the provisions of the Act and Rules, the amount of charges for the electrical energy already supplied and all other moneys then payable under this Agreement shall become due and recoverable forthwith provided always and it is hereby expressly agreed and declared that during the period of such discontinuance the Consumer shall continue to pay the **FIXED/DEMAND CHARGES** payable as per the Supplier's tariff in force.

19. *TRANSFER OF AGREEMENT.*— (a) During the continuance of this Agreement, the Supplier shall be at liberty and shall disconnect the power supply of the Consumer on account of any or all of the following reasons, provided the Supplier shall issue a fifteen days notice to the Consumer in this regard and shall give an opportunity to the Consumer to make submissions in his support:

(i) The Consumers being a limited company pass a resolution for winding up or be ordered to be wound up by a Court of competent jurisdiction or being an individual or individuals commit any act of insolvency or be adjudged insolvent; or

(ii) The Consumer executes or creates any mortgage, charge or other encumbrances on any property or asset of the Consumer so as to prejudicially affect the Suppliers's electric meter, plant, apparatus and equipment at the Consumer's premises or any part thereof or any right exercisable by the Supplier in connection with said electric meters, plant, apparatus and equipment;

(iii) The Consumer commits any breach of or fails to observe and perform any of the conditions and provisions contained in this Agreement on his part to be observed and performed;

(iv) The Consumer shall not, without the previous consent in writing of the Supplier, assign, transfer, or part with the benefit of this Agreement nor shall the Consumer in any manner part with or create any partial or separate interest in it.

20. *ARREARS OF ELECTRICITY CHARGES OR ANY SUM OTHER THAN A CHARGE FOR ELECTRICITY DUE TO BE CHARGES ON PREMISES.*— (a) The Consumer hereby agrees that any charge for electricity or any sum other than a

charge for electricity due to Supplier, which remains unpaid shall be charge on its/his/her premises and also on the premises transmitted to Legal Representative, Successor in law, new owner.

21. **SECURITY DEPOSIT.**— (a) The Consumer hereby agrees to pay as security deposit the amount equivalent of the average of two/three month's consumption, as per **Condition 6.10** of the Conditions of Supply of Electrical Energy for Electricity Department of Goa.

(b) The Consumer hereby agrees that the Supplier may refuse to give supply of electricity or to provide the line, plant or meter in case the Consumer fails to give security to the Supplier.

(c) The consumer hereby agrees that in case the security given by it/him/her has become invalid or in-sufficient, the Supplier may by notice require, within 30 days after the service of notice to give reasonable security for payment of all money which may become due to the Consumer in respect of supply of electricity or provision of line, plant or meter.

(d) The Consumer agrees that the Supplier may discontinue the supply of electricity for the period during which such failure to pay security/additional security continues after the period of 30 days mentioned above.

(e) The Supplier agrees that it will not insist for any security if the supply is through pre-payment mode.

22. **STAMP DUTY FOR REGISTRATION.**— (a) The stamp duty payable, if any, for registration of this Agreement, shall be paid by the Consumer.

23. **APPLICABILITY OF ACTS AND REGULATIONS.**— (a) This agreement shall be read and construed as subject in all respects to the provision of the applicable Act and Regulations as noted in Distribution Code and Supply Code and of any modification or re-enactment thereof for the time being in force and the regulations for the time being in force thereunder so far as the same respectively may be applicable and subject to the conditions of supply approved from time to time by the Commission.

(b) Nothing contained in this Agreement or any amendment thereof shall restrict any rights, obligations and discretion which the Supplier may desire under any legislation relating to the supply of

electricity enacted during the period of this Agreement.

24. **SAVINGS AS TO CLERICAL ERROR.**— (a) In the event of any clerical errors or mistakes in the amount levied, demanded or charged by the Supplier then in the case of undercharging, the Supplier shall have a right to demand an additional amount and in the case of overcharging the Consumer shall have the right to get refund of the excess amount provided at that time such claims were not barred by limitation under the Act.

(b) The parties hereby further agree that the amount claimed in the bill shall be payable within the time allowed, irrespective of any decision to be taken regarding any disputes about its correctness or otherwise of the amount levied demanded charged by the Supplier. The Supplier shall have a right to proceed in accordance with the Act, on the basis of the amount claimed in the bills, till it is proved or established that the amount claimed was in excess of what was actually due. The Consumer shall not on the plea of incorrectness of the bills withhold any portion of the bills.

25. **GENERAL.**— (a) The other conditions of supply in this agreement are also subject to any revision that may be decided by the Supplier as per the directions of the Commission from time to time.

IN WITNESS WHEREOF the parties hereto have executed these presents the day and year first above written.

Signed, sealed and delivered by

Shri:..... Signature:.....

Permanent Address:.....

.....

On behalf of the Governor of GOA SEAL

in the presence of Signature:.....

Name:..... Signature:.....

Name:..... Signature:.....

Common Seal of..... has been affixed hereto pursuant to a Resolution of the Board of Directors of the Company passed and its meeting held on ..... day of 20..... in the presence of ..... Copy of which has been attached hereto in original and forms part of the agreement.

Name of Director : ..... Signature: .....

Permanent Address: .....

Name of Director: ..... Signature: .....

Permanent Address:.....

Directors of the Company who have set their respective hands thereto in the presence of:

Name: ..... Name: .....

Address: ..... Witness: .....

Countersigned by the Managing Agents

Name: .....

Address: .....



### Department of Public Health

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#### Order

4/6/2011-II/PHD

Sanction of the Government is hereby accorded for creation of 36 posts of Junior Residents in Goa Medical College initially for a period of one year and to be extended in exigencies of services, as under:—

Speciality	No. of posts recommended for 1st year (pay Rs. 15600+5400/-)	No. of posts recommended for 2nd year (pay Rs. 16230+5400/-)	No. of posts recommended for 3rd year (pay Rs. 16880+5400/-)	Total No. of posts inclusive of 1st/2nd/3rd year Junior Residents
1	2	3	4	5
MD Medicine	1	1	1	3
MS Surgery	2	2	2	6
MD Obst. & Gynac.	1	1	1	3
MD Anaesthesiology	1	1	1	3
MS Orthopedics	1	1	1	3
MS Ophthalmology	1	1	1	3
MD Paediatrics	1	1	1	3
MS E.N.T.	1	1	1	3
MD T.B. & Chest	1	1	1	3
MD Prev. Soc. Medicine	1	1	1	3
MD Psychiatry	1	1	1	3
	12	12	12	36

The expenditure on revival of the post is debitable to the Budget Head “2210—Medical and Public Health; 01—Urban Health Services-Allopathy; 110—Hospital and Dispensaries, Panaji Hospitals and its attached Institution (Non-Plan); 01—Salaries”.

This issues with the recommendation of the Administrative Reforms Department vide their U. O. No. 1128/F dated 26-7-2011 and concurrence of Finance (Rev. & Cont.) Department vide their U. O. No. Fin (R&C)/1437944 dated 19-8-2011.

This also issues with the approval of the Cabinet conveyed by General Administration Department, Secretariat, Porvorim-Goa vide letter No. 1/23/2012-GAD-II(IX)CAB dated 18-6-2012.

By order and in the name of the Governor of Goa.

*B. S. Kudalkar*, Under Secretary (Health).

Porvorim, 2nd July, 2012.

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